

Robles v. Domino's Pizza — Ninth Circuit Holds the ADA Applies to a Company's Website and App

Digital Inclusion · Good practice · United States of America

Quality score: 72/100

Evidence strength: Strong

Summary

A blind customer sued Domino's in 2016 over a website and app unusable with screen readers. In January 2019 the Ninth Circuit held the ADA applies and rejected the due-process defence; the case settled in 2022 on undisclosed terms.

Key dimensions

Dimension	Score
Innovation level	3/5
Sustainability (ongoing)	1/1
Evaluation evidence	0/1
Demonstrated reach	1/1
Documented learning	1/1

Evaluated by C-NAPSE

Data sources

[C-NAPSE web research](#) — accessed 2026-10-17

[U.S. Court of Appeals for the Ninth Circuit / Guillermo Robles v. Domino's Pizza, LLC](#) — accessed 2026-10-17

[Ninth Circuit opinion, Robles v. Domino's Pizza \(15 Jan 2019\)](#) — accessed 2026-10-17

[BOIA: The Robles v. Domino's settlement and why it matters](#) — accessed 2026-10-17

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