

ADA Demand Letter: Your 7 Day Checklist

Tick each box as you go. Share this page with your web developer and your lawyer so everyone follows the same plan.

Day 1 to 2: Stay calm and save everything

- ☐ I read the whole letter and wrote down the deadline.
- ☐ I called an ADA lawyer.
- ☐ I told my insurance agent.
- ☐ I saved the letter, the envelope and every email.
- ☐ I took screenshots of every page the letter names.
- ☐ I did not answer the sender.

Day 3 to 4: Find out what is really broken

- ☐ I ordered a WCAG 2.2 AA audit that uses a keyboard and a screen reader.
- ☐ The audit covers the named pages, my home page, my contact page and every booking or ordering step.
- ☐ I listed every third party tool on my site.

Day 5 to 6: Build your fix plan

- ☐ I sorted the problems by risk.
- ☐ I made a dated fix plan with one owner for each fix.
- ☐ I started with problems that block a customer.
- ☐ I started a change log.

Day 7: Send your response

- ☐ I gave my lawyer the audit, the plan, the log and the screenshots.
- ☐ My lawyer sent the reply.
- ☐ I posted an accessibility statement with a way to report problems.
- ☐ I booked a recheck and ongoing monitoring.

Need a hand with days 3 to 6? NexoBee runs audits and code fixes for owners who got a letter. Contact us now at nexobee.com/contact and ask for a priority audit. Tell us which pages the letter names.