

# AI Test Results from testers.ai



The Balenciaga app's HOME page presents a mixed bag. While the functionality might be present, the sheer volume of issues raises concerns. There are significant accessibility flaws, evidenced by numerous missing alt texts and ambiguous ARIA labels. This impacts users with disabilities and reflects poorly on inclusivity. Performance is also a pain point, with resource loading failures and redundant redirects slowing things down. Finally, legal aspects like cookie consent need a thorough review to avoid compliance issues. Addressing these problems will dramatically improve the user experience.

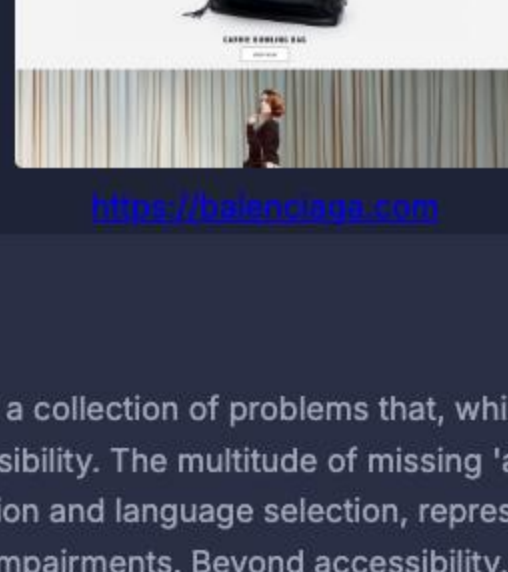
### Best Aspects

The Balenciaga app appears to have started the process of considering cookie consent, indicating awareness of legal requirements, even if the implementation needs work.

### Areas for Improvement

The numerous accessibility issues and network performance problems on the HOME page create a poor user experience. The site needs to be fixed to be fully accessible.

## Quality Summary



<https://www.balenciaga.com>

### Detailed Analysis

Diving into the Balenciaga app's HOME page reveals a collection of problems that, while perhaps individually minor, collectively diminish the user experience. A primary area of concern is accessibility. The multitude of missing 'alt' texts for images, particularly the main Balenciaga logo, and the ambiguous ARIA labels for country/region and language selection, represent significant oversights. These accessibility issues make the app less usable for individuals with visual impairments. Beyond accessibility, the performance of the HOME page is also questionable. The 'Resource Loading Failures (net::ERR\_NAME\_NOT\_RESOLVED)' errors, coupled with redundant redirects, suggest potential bottlenecks in the app's network communication and server configuration. These issues impact page load times and overall responsiveness. The cookie consent management, while present, shows signs of implementation gaps. Overlapping popups and the need for verification expose vulnerabilities. Furthermore, issues like the incorrect copyright year contribute to a general sense of polish and attention to detail. It needs work.

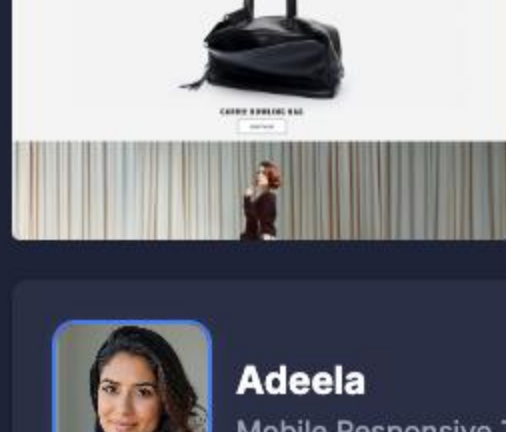
### Key Suggestions

- Conduct a thorough accessibility audit of the entire app, starting with the HOME page, using tools like axe DevTools.
- Optimize image delivery and caching strategies to reduce resource loading failures and improve overall performance.
- Implement a robust system for monitoring and resolving broken links and redirects.
- Fully test and validate the cookie consent management implementation to ensure it adheres to GDPR guidelines.
- Review and fix the ARIA labels

### Priority Improvements

1. Implement proper 'alt' text for all images on the HOME page, paying special attention to the Balenciaga logo and key product visuals. Use descriptive alt text. Test with a screen reader to ensure it works
2. Address the 'Resource Loading Failures (net::ERR\_NAME\_NOT\_RESOLVED)' errors by reviewing server configurations, CDN setup, and network communication protocols, with a focus on DNS settings and resource availability
3. Eliminate redundant redirects to optimize page load times, focusing on the routing configurations and server-side logic that handle URL requests
4. Refine the cookie consent management implementation to resolve overlapping popups and ensure full GDPR compliance
5. Fix ambiguous ARIA labels for Country/Region and Language selections and test to confirm correct accessibility

## Issues Found by AI Testers



HOME

<p><b>Adeela</b> Mobile Responsive Tester</p> <p><b>Cookie Consent Popup Overlap</b></p> <p>Priority: 9/10 Confidence: 9/10</p> <p>general usability legal</p> <p><b>Why is this a bug?</b> The cookie consent popup appears to cover the entire screen in the mobile view, obscuring all content and preventing the user from interacting with the site. This prevents the user from being able to read the site, let alone accept cookies or use the site. The user is blocked from the site.</p> <p><b>Suggested Fix</b> Ensure the cookie consent popup is properly sized and positioned for mobile devices. It should not cover the entire screen and should allow users to easily accept/decline cookies and navigate the site. Use media queries to adjust the popup's dimensions and positioning for smaller screens.</p> <p><b>Why Fix This?</b> An overlapping cookie consent popup makes the website unusable and inaccessible, potentially violating legal requirements for cookie consent and creating a poor user experience.</p> <p><b>Route To</b> Frontend Engineer</p> <p><b>Relevant Network Call</b> N/A</p>	<p><b>Sophia</b> Content Tester</p> <p><b>Incorrect Copyright Year</b></p> <p>Priority: 8/10 Confidence: 9/10</p> <p>Legal Issues Inconsistency</p> <p><b>Why is this a bug?</b> The copyright notice at the bottom of the page displays '© 2025 Balenciaga', but as of 2025-04-15, it should reflect the current year, which is 2025. Failure to update copyright notices can raise legal concerns and undermine the brand's attention to detail.</p> <p><b>Suggested Fix</b> Update the copyright notice to reflect the current year, 2025.</p> <p><b>Why Fix This?</b> Maintaining an accurate copyright notice is essential for legal compliance and instilling confidence in users regarding the site's up-to-date status and professionalism.</p> <p><b>Route To</b> Front-end developer, legal team</p>	<p><b>Adeela</b> Mobile Responsive Tester</p> <p><b>Missing Navigation Links in Mobile View</b></p> <p>Priority: 8/10 Confidence: 9/10</p> <p>general usability</p> <p><b>Why is this a bug?</b> The navigation links (GIFTS, BAGS, WOMEN, MEN, COUTURE, EXPLORE) present in the desktop view are not visible in the mobile view. The mobile view displays different text (SUMMER 25, RODEO, SCHOLL, LE CITY, BEL AL) in the same area. This means users cannot access the same product categories on mobile, hindering navigation.</p> <p><b>Suggested Fix</b> Implement a responsive navigation menu (e.g., hamburger menu) that displays the main navigation links (GIFTS, BAGS, WOMEN, MEN, COUTURE, EXPLORE) in the mobile view, or ensure that the mobile navigation links are at least as comprehensive as those displayed in the full-size desktop version.</p> <p><b>Why Fix This?</b> Missing navigation makes the website difficult to use on mobile devices, preventing users from browsing different product categories.</p> <p><b>Route To</b> Frontend Engineer</p> <p><b>Relevant Network Call</b> N/A</p>
<p><b>Jason</b> AI Tester</p> <p><b>Resource Loading Failures (net::ERR_NAME_NOT_RESOLVED)</b></p> <p>Priority: 7/10 Confidence: 8/10</p> <p>network performance</p> <p><b>Why is this a bug?</b> The console repeatedly reports 'Failed to load resource: net::ERR_NAME_NOT_RESOLVED'. This error indicates that the browser is unable to resolve the domain name of the requested resource, suggesting a network configuration issue, DNS problem, or unavailable resource. Repeated failures suggest a systemic problem, not just a transient glitch. This likely prevents functionality.</p> <p><b>Suggested Fix</b> Investigate the URLs of the failing resource requests. Verify DNS configuration. Check if the server hosting these resources is online and reachable. Implement proper error handling and retry mechanisms for resource loading failures.</p> <p><b>Why Fix This?</b> Unresolved resources can lead to broken functionality, degraded user experience, and potential security vulnerabilities if the resources are critical for operation.</p> <p><b>Route To</b> DevOps/Backend Engineer, Frontend Engineer</p>	<p><b>Isabella</b> Usability Tester</p> <p><b>Missing Alt Text for Images</b></p> <p>Priority: 7/10 Confidence: 9/10</p> <p>WCAG accessibility</p> <p><b>Why is this a bug?</b> The webpage does not have alt text provided for images. This makes the website inaccessible to people using screen readers. Images must have descriptive alt text so that screen reader users can understand the context of images.</p> <p><b>Suggested Fix</b> Add descriptive alt text to all images on the webpage, ensuring that the alt text accurately describes the content and function of each image.</p> <p><b>Why Fix This?</b> Failing to provide alt text for images violates WCAG 2.1 success criterion 1.1.1 (Non-text Content) and severely impacts the accessibility of the site for visually impaired users.</p> <p><b>Route To</b> Frontend Engineer</p>	<p><b>Pete</b> Privacy and Security Tester</p> <p><b>Cookie Consent Management Platform Detected but Actual Implementation Needs Verification</b></p> <p>Priority: 7/10 Confidence: 7/10</p> <p>GDPR User Consent Management</p> <p><b>Why is this a bug?</b> The presence of 'cdn.cookie law.org/scripttemplates/otSDKStub' indicates the use of a cookie consent management platform. However, it's essential to verify whether it is correctly implemented. Failure to properly manage cookies and obtain user consent before setting cookies would violate GDPR. This verification includes confirming that cookies are blocked before consent is given, that users can easily withdraw consent, and that the consent mechanism meets GDPR requirements (e.g., no pre-ticked boxes).</p> <p><b>Suggested Fix</b> Conduct a thorough audit of the cookie consent implementation. Verify that cookies are blocked before consent is obtained, that users can easily withdraw consent, and that the consent mechanism complies with GDPR guidelines. This should include testing the functionality with different browsers and user settings.</p> <p><b>Why Fix This?</b> Failure to properly implement cookie consent can lead to significant fines under GDPR and damage the company's reputation.</p> <p><b>Route To</b> Frontend Engineer, Legal Counsel (for GDPR compliance)</p> <p><b>Relevant Network Call</b> <a href="https://cdn.cookie law.org/scripttemplates/otSDKStub.js">https://cdn.cookie law.org/scripttemplates/otSDKStub.js</a></p>

## AI Generated Functional Test Results

**Start Page: HOME**

**Aiden**  
Demo\_Tests

**Subscribe to the newsletter with a valid email**

This test checks if the newsletter subscription form accepts and processes a valid email address. Successful subscription indicates the form functions correctly and adds the email to the subscription list. Failure means potential issues with form validation or backend processing, leading to lost subscribers and missed marketing opportunities.

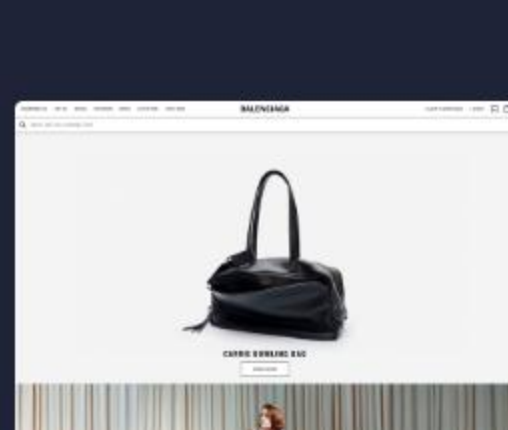
**Search for Bags, Click on a Bag, and Navigate Back to Home**

This test verifies a full user flow: searching for 'Bags', clicking on the result, verifying the bag page loads correctly, and then navigating back to the home page. This tests search functionality, product link navigation, and browser history navigation.

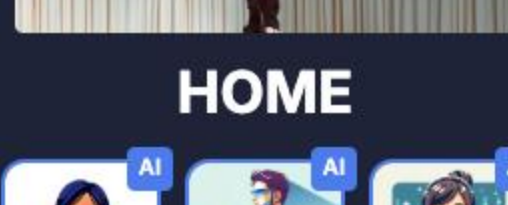
**Search for 'Couture' and verify navigation**

This test ensures that searching for the term 'Couture' returns relevant results and that the associated navigation links function correctly, allowing users to explore couture items or collections effectively.

## User Persona Feedback Summary



HOME



The website serves as the online storefront for Balenciaga, showcasing their latest collections, products, and brand information. It aims to drive sales, enhance brand image, and provide customer service.

<p><b>Overall Score</b></p> <p>★★★★☆</p> <p>The site has great images, is well laid out, but some features need adjustment</p>	<p><b>Visual Design</b></p> <p>★★★★☆</p> <p>I find the visuals appealing and aligned with the brand's luxury image. The images are clear and high-quality. They effectively showcase the products and convey a sense of style and exclusivity.</p>	<p><b>Usability</b></p> <p>★★★★☆</p> <p>While the site looks good, finding specific items can be challenging. The menu system isn't always clear, and I occasionally get lost.</p>	<p><b>Content Quality</b></p> <p>★★★★☆</p> <p>The content is well-written and descriptive, but there could be more information about the materials and craftsmanship of the products.</p>
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### Individual User Persona Feedback

<p><b>Ava Rodriguez, 28</b></p> <p>Persona:Ava is a marketing manager at a tech startup. She is passionate about fashion and enjoys staying on top of the latest trends. She often shops online and appreciates a seamless user experience.</p> <p><b>Overall Rating</b> ★★★★☆</p> <p><i>I like the overall aesthetic, but it's sometimes hard to find what I'm looking for. The search and filtering options need improvement.</i></p> <p><b>Actions Performed</b></p> <ul style="list-style-type: none"> <li>• Browsing new arrivals</li> <li>• Adding items to the wishlist</li> </ul> <p><b>Suggestions</b></p> <ul style="list-style-type: none"> <li>• Enhance the search and filtering capabilities.</li> <li>• Provide more detailed product descriptions.</li> <li>• Improve accessibility features.</li> </ul>	<p><b>Raj Patel, 35</b></p> <p>Persona:Raj is a software engineer who appreciates functional design and quality materials. He looks for items that are both stylish and practical.</p> <p><b>Overall Rating</b> ★★★★☆</p> <p><i>The site is well-designed, but I need more technical details about the products before making a purchase.</i></p> <p><b>Actions Performed</b></p> <ul style="list-style-type: none"> <li>• Checking product specifications</li> <li>• Comparing prices</li> </ul> <p><b>Suggestions</b></p> <ul style="list-style-type: none"> <li>• Provide more detailed product specifications.</li> <li>• Improve accessibility features.</li> <li>• Offer a more personalized shopping experience.</li> </ul>	<p><b>Emily Carter, 22</b></p> <p>Persona:Emily is a fashion design student. She is very passionate about trends and loves to see new designer work. She is active on social media and shops online frequently.</p> <p><b>Overall Rating</b> ★★★★☆</p> <p><i>OMG, I love this site! It's so chic and modern, and the clothes are amazing. I wish there was a better way to see everything.</i></p> <p><b>Actions Performed</b></p> <ul style="list-style-type: none"> <li>• Browsing new collections</li> <li>• Following social media links</li> </ul> <p><b>Suggestions</b></p> <ul style="list-style-type: none"> <li>• Add more behind-the-scenes content.</li> <li>• Improve the filtering system to explore the collections.</li> <li>• Offer exclusive promotions and discounts to loyal customers.</li> </ul>
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Print Report