Klarense

Website acceptance before signing the acceptance act: checklist

Who it is for: a business owner to whom a studio or a freelancer is delivering a website, and a specialist who accepts the website on the owner's behalf.

Which websites: any. The core (sections A–K) is checked on every website. Modules M1–M6 are added depending on the type of website: online shop, online booking, several languages, user account.

Based on: the ISTQB acceptance testing methodology, the ISO/IEC/IEEE 29119-3 test documentation standard, WCAG 2.2 (accessibility), OWASP WSTG (security), Google Search Central and web.dev guidance, EDPB (cookie consent), NCSC (backups). The list of sources is at the end.

How to use it

Who checks. Every item has a label:

- **O** — the owner can check it themselves, without tools;
- **S** — a specialist or a free tool is needed (the tool is named in the item).

Item result: "accepted", "not accepted" or "not checked". Everything not accepted is logged as an issue (see "How to log an issue"), and "not checked" does not mean "accepted".

The severity of an issue determines whether the acceptance act can be signed:

Level	What it means	Examples	What happens to the act
Blocker	The main scenario cannot be completed, and there is no workaround	The website does not open; an enquiry or payment does not go through; the whole website is hidden from search; a data leak	We do not sign the act
Critical	A key function works incorrectly, or there is a serious risk	Money is charged but no order is created; enquiry emails do not arrive; admin panel login with a default password; wrong prices	We do not sign the act
Major	A noticeable bug, but there is a workaround	The catalogue filter does not work; the layout breaks in one of the listed browsers; poor contrast on key pages	Only with the owner's consent: listed individually in the act with a fix deadline
Minor	Cosmetic, with no effect on how the website works	Spacing; a typo outside a key place	Listed in the act as issues
Suggestion	Not a deviation from the brief, but an idea for improvement	"I want the button bigger"	A separate list; does not affect the act

Severity is how much a bug gets in the way of the website working. Business priority is a separate assessment set by the owner: a typo in a price is minor in severity, but it must be fixed first.

Before acceptance starts: what the studio must hand over

We start acceptance when all the conditions below are met. If anything is missing, that is the first issue.

1. The website on a staging address that mirrors the live one and is hidden from search (password-protected).
2. A list of what has been done, mapped to the items of the brief.
3. The studio's report on its own testing: what was checked and on what.
4. Access for acceptance: an admin panel account in the owner's name, test user accounts, test payment mode.
5. Test data: products, services, schedules, users — everything needed to run the scenarios.
6. The approved mock-ups and brief — what we check against.

Core: checked on any website

A. Compliance with the brief and content

No.	Check	Accepted if	Who
A1	Go through the brief line by line: every page and feature is on the website	All items of the brief are done	O
A2	Compare key pages with the approved mock-ups	No discrepancies that change the meaning, the order of blocks or the actions	O
A3	Look for placeholder texts and images: "lorem ipsum", "text text", other people's photos, watermarks	None at all; the photos are properly licensed (bought, your own or under a free licence)	O
A4	Check phone numbers, addresses, opening hours, company details, prices	They match the owner's data	O
A5	Check spelling on key pages	No errors. Tool: LanguageTool	O, S
A6	Logo, the website icon in the browser tab, legal information in the footer	Present on every page	O

B. Navigation and links

No.	Check	Accepted if	Who
B1	Open every menu item and every footer link	Everything opens	O
B2	Full crawl of the website with a tool	No broken internal links. Tools: Screaming Frog (free up to 500 URLs), W3C Link Checker	S

No.	Check	Accepted if	Who
B3	Open an address that does not exist	A custom "not found" page with a way back to the home page; the server returns a 404 code, not 200	O, S
B4	If there was an old website: open the old addresses	Each one leads to a matching new page with a permanent redirect (301)	S
B5	Open the website with http, https, with www and without	All variants lead to one address in a single redirect	S

C. Forms and notifications

No.	Check	Accepted if	Who
C1	Submit every form (marked "TEST")	The enquiry reached the right mailbox and was saved in the admin panel or CRM; note how many minutes it took	O
C2	Submit with empty fields, an invalid email, an invalid phone number, a very long text	The website explains what to fix; what has already been entered is not erased	O
C3	Check the emails to the customer and to the owner in Gmail, Outlook and a local email provider	They arrived in the Inbox, not in spam	O
C4	Check the email sending settings for the website's domain (SPF, DKIM)	The records exist and pass the check. Tool: MXToolbox	S
C5	Spam protection (CAPTCHA or a hidden field)	It is in place and does not stop a real person from submitting the form	O
C6	Tap the phone number, email, messenger links and the map	The phone dials, the email and messenger open	O

D. Devices and browsers

We build the browser list from the actual share of visits in the client's country (StatCounter). In Moldova and Romania, around half of all visits or more come from phones, so mobile testing is mandatory.

No.	Check	Accepted if	Who
D1	The main scenarios (enquiry, purchase, booking) on iPhone in Safari and on Android in Chrome	No issues of "major" severity or higher	O
D2	The same scenarios on a computer: Chrome, Edge, Firefox, Safari on Mac	No issues of "major" severity or higher. Without your own devices — BrowserStack or LambdaTest	O, S
D3	Narrow the browser window to phone width (320 pixels) and stretch it to a large screen	No horizontal scrolling, nothing overlaps or gets cut off	O

E. Speed

A new website does not yet have data from real visitors, so at acceptance we measure in lab mode and check real-user data during the warranty period.

No.	Check	Accepted if	Who
E1	Run the home page and 2–3 key pages through PageSpeed Insights, mobile mode	The main screen renders in no more than 2.5 s (LCP), and the layout does not jump while loading (CLS no more than 0.1) — the "good" thresholds according to web.dev	S
E2	Check image file sizes	No images weighing several megabytes; images are compressed. Tool: Lighthouse	S
E3	During the warranty period: real-visitor data in PageSpeed Insights or Search Console	LCP ≤ 2.5 s, response to interaction (INP) ≤ 200 ms, CLS ≤ 0.1 — for 75% of visits	S

F. Accessibility (WCAG 2.2, level AA)

No.	Check	Accepted if	Who
F1	Page title in the browser tab	Every page has its own, clear title	O
F2	Image descriptions (alt)	Present on meaningful images; empty on decorative ones. Tool: WAVE	S
F3	Page headings	There is a main heading, and heading levels go in order. Tool: WAVE	S
F4	Text contrast	At least 4.5:1 for regular text. Tool: WAVE or Colour Contrast Analyser	S
F5	Zoom the page to 200% (Ctrl and "+")	Nothing gets cut off or overlaps	O
F6	Go through the website using only the Tab key	You can see where the focus is; you can reach every button and leave any dialog	O
F7	Form field labels and error messages	Every field has a label; an error is clear not only from its colour	O
F8	Size of buttons and links on a phone	The tap area is at least 24×24 pixels (WCAG 2.2, success criterion 2.5.8)	S
F9	Carousels and animations	Anything that moves for longer than 5 seconds can be paused; nothing flashes more than 3 times per second	O

G. Basic security

This is not a penetration test, but checks that do not require hacking.

No.	Check	Accepted if	Who
G1	Padlock in the address bar on every page	The certificate is valid, there is no mixed content. Tool: SSL Labs	O, S

No.	Check	Accepted if	Who
G2	Security headers (HSTS, CSP and others)	Configured; the grade is fixed in the contract, for example no lower than B. Tool: Mozilla HTTP Observatory	S
G3	User accounts and passwords	No default passwords (admin/admin, test); passwords are new and handed over to the owner (OWASP WSTG-ATHN-02)	S
G4	Admin panel login	Protected: limited login attempts and, where possible, two-factor authentication (OWASP WSTG-CONF-05)	S
G5	Error pages	Do not reveal technical details: software versions, file paths (OWASP WSTG-ERRH)	S
G6	Versions of the CMS, plugins, theme	The latest stable ones	S
G7	Service files	No public access to .git, backup archives, service pages or directory listings	S

H. Search: Google and AI search

No.	Check	Accepted if	Who
H1	Indexing block on the live website	No noindex on pages that should be indexed; robots.txt does not block the website	S
H2	Sitemap for search engines	sitemap.xml exists and has been submitted to Google Search Console	S
H3	Staging address	Password-protected and does not appear in search	S
H4	Duplicate pages	The main version of the page is specified (canonical), there are no duplicates. Tool: Screaming Frog	S
H5	Search titles and descriptions, link previews in messengers	Unique; a link shared in a messenger shows an image and a clear title	O, S
H6	Google Search Console	Verified on the owner's account; key pages pass URL Inspection	S
H7	Organisation markup (Organization, LocalBusiness)	No errors. Tool: Rich Results Test	S

I. Analytics

No.	Check	Accepted if	Who
I1	Tracking codes (Google Analytics, social media pixels)	Installed on every page; the accounts are registered to the owner	S

No.	Check	Accepted if	Who
I2	Goals: enquiry, call, purchase	Each one appears in the debug report (GA4 DebugView) on a test action — bearing in mind that no data comes in without cookie consent	S
I3	Internal visits	Visits by the studio and the owner are excluded from the statistics	S

J. Personal data and cookies

Check the legal side with a lawyer. In Moldova, the new Law No. 195/2024 on personal data protection has been in force since 23.08.2026; if some of the visitors are EU residents, the GDPR also applies.

No.	Check	Accepted if	Who
J1	Privacy policy	Exists and describes what the website actually does: which forms, which tracking codes	O
J2	Cookie consent banner (per the EDPB findings, 2023)	A "Reject" button on the first layer of the banner, next to "Accept"; no pre-ticked boxes; consent can be withdrawn just as easily	O
J3	What loads before consent	Analytics and advertising do not start until the visitor has consented. Tool: the browser's developer tools	S
J4	Consent in forms	The data processing consent checkbox is not pre-ticked	O

K. Operation and handover of the website

No.	Check	Accepted if	Who
K1	Backups	Made automatically and not stored on the same server	S
K2	Restoring from a backup	The website has been brought up from a backup with complete data — tested, not just promised (NCSC)	S
K3	Website monitoring	Alerts are set up for website downtime and for certificate and domain expiry. Tool: UptimeRobot	S
K4	Domain and hosting	Registered to the owner: ask to see the registrar account — your company is listed there as the owner	O
K5	Access	Everything has been handed over: hosting, DNS, admin panel, email, analytics, code repository (or the website builder account — Tilda, Wix); the studio has changed its own passwords	O

No.	Check	Accepted if	Who
K6	Instructions and training	There are instructions for the admin panel; the owner has been trained	O

Modules by website type

M1. Landing page or company website

No.	Check	Accepted if	Who
M1.1	Call-to-action buttons and anchor links	Lead to the right place on the page	O
M1.2	Blog or news	Lists, pages and the archive work	O
M1.3	Map and embedded widgets	Load on a phone and on a computer	O

M2. Online booking

No.	Check	Accepted if	Who
M2.1	Make a booking from start to finish: service, specialist, time	The customer and the administrator received a confirmation	O
M2.2	Two people book the same time slot simultaneously	A slot that is taken cannot be booked again	S
M2.3	Time zone, days off, public holidays, the break between appointments	Match the real schedule	O
M2.4	Cancel and reschedule a booking	Works; reminders arrive	O
M2.5	Connection to the calendar or CRM	The booking appeared there	O

M3. Online shop and online payment

No.	Check	Accepted if	Who
M3.1	Catalogue: filters, sorting, search, product variants, "out of stock"	Work and show the correct result	O
M3.2	Cart: quantity, promo code, minimum order amount, saved cart	Work	O
M3.3	Shipping and taxes	The total is the same in the cart, in the email to the customer and in the admin panel	O
M3.4	Payment in the bank's test mode	The following go through: successful payment, bank decline, insufficient funds, expired card, 3-D Secure verification (success and failure); test cards are provided by the bank	S
M3.5	Pay and immediately close the tab	The order still gets the "paid" status	S

No.	Check	Accepted if	Who
M3.6	Order statuses	An email is sent at every status (created, paid, shipped, cancelled, refunded)	O
M3.7	Stock levels	Deducted on order and restored on cancellation	O
M3.8	Switching to live payment mode	Test mode is turned off; one real payment of a small amount with a refund has gone through	O, S
M3.9	Shop documents	There are terms of sale, shipping and returns terms, and the seller's company details	O

M4. Multilingual website

No.	Check	Accepted if	Who
M4.1	Everything is translated: pages, menus, forms, emails, error messages	No mixing of languages	O
M4.2	Language switcher	Leads to the same page in the other language, not to the home page	O
M4.3	Dates, currencies, phone numbers	In the country's format	O
M4.4	Long words in the translation	Do not break the layout	O
M4.5	Language markup for search engines (hreflang, lang)	Present and correct	S

M5. User account

No.	Check	Accepted if	Who
M5.1	Registration, email confirmation, login, logout, password recovery	Work; the recovery link is single-use and expires	O, S
M5.2	Put another user's order or profile number into the address	Other people's data does not open	S
M5.3	Wrong password several times	The number of attempts is limited; the message does not reveal whether such a user exists	S
M5.4	Logout and long inactivity	The session ends	S
M5.5	Account deletion and data export	Work, if required by law or by the brief	O

M6. Admin panel handover

No.	Check	Accepted if	Who
M6.1	Under your own account, create and publish a page, change a banner, a price, a product	Done by following the instructions, without help from the studio	O

No.	Check	Accepted if	Who
M6.2	Roles and permissions	An editor cannot break the design and settings	S
M6.3	Upload a large photo and paste text from Word	The photo is compressed automatically, the layout does not break	O
M6.4	Paid plugins and theme	The licences are registered to the owner	O

After moving to the live address: a short control check

The main acceptance takes place on the staging address. After moving to the live address, on the same day we run through the essentials once more: C1 (enquiry), M3.8 (payment, if there is one), H1 (indexing allowed), I2 (analytics), G1 (padlock), B4 and B5 (redirects).

How to log an issue

One issue — one record. The fields follow the ISO/IEC/IEEE 29119-3 standard:

Field	Example
Number and short title	7. An enquiry sent from a phone does not reach the mailbox
Where	"Contacts" page, "Book now" form
On what	iPhone 13, iOS 18, Safari
Steps	1. Open "Contacts". 2. Fill in the name "TEST" and a phone number. 3. Press "Send"
Expected	The enquiry reaches the company mailbox (brief, item 4.2; checklist C1)
Actual	The enquiry did not arrive within 15 minutes; the website shows the message "Sent"
Evidence	Screenshot, screen recording
Severity	Critical
Status	Open / fixed / re-tested after the fix

After a fix, every issue is re-tested. Then we run through the core and the affected sections again: fixing one thing often breaks another.

How to sign the acceptance act

1. **We sign when:** there are no open blocker or critical issues; major issues are allowed only with the owner's consent, listed individually and with a fix deadline in the act; minor issues are listed.

2. **We attach to the act:** the list of issues with deadlines, the final acceptance report (what was checked, what was not and why), the list of access credentials handed over.
3. **The warranty** runs from the date the act is signed or from the date the issues are fixed — as written in the contract. During the warranty period we check speed on real visitors (E3).
4. **Why not to sign on a "we'll sort it out later" basis.** A party who has accepted the work without reservations cannot later rely on obvious defects that could have been noticed during ordinary acceptance. This is set out, for example, in Russia (Civil Code of the Russian Federation, Art. 720) and in Romania (Civil Code of Romania, Art. 1862). For Moldova and other countries, check with a lawyer.

Sources

- ISTQB, Certified Tester Acceptance Testing: istqb.org/certifications/certified-tester-acceptance-testing-ct-act
- ISTQB Glossary: glossary.istqb.org
- ISO/IEC/IEEE 29119-3, test documentation
- W3C, What's New in WCAG 2.2: w3.org/WAI/standards-guidelines/wcag/new-in-22
- W3C, Easy Checks: w3.org/WAI/test-evaluate/preliminary
- OWASP Web Security Testing Guide: owasp.org/www-project-web-security-testing-guide
- Mozilla HTTP Observatory: developer.mozilla.org/en-US/observatory
- Google Search Central: developers.google.com/search/docs
- web.dev, Web Vitals: web.dev/articles/vitals
- EDPB, Cookie Banner Taskforce report (2023): edpb.europa.eu
- NCSC, Backing up your data: ncsc.gov.uk
- StatCounter Global Stats: gs.statcounter.com

If you want me to accept the website

Acceptance before the act. I go through the core and the relevant modules of this checklist, check the items marked "S" with my own tools and give you a report: issues with evidence and severity, three lists — what to fix before the act, before advertising and under warranty — and questions for the meeting with the studio. Websites of up to 30 pages. Turnaround: 5 working days, or 48 hours for an urgent job (+50%). From €450.

Not ready to pay? Book a free 20-minute call.

klarense.com · Serghei Fortuna, engineer on the site owner's side · 8 years in software testing

This material is not legal advice.