postmetry

C

What's inside the newsletter from

Caffè Borbone

Sender	shop@caffeborbone.com
Sending platform	Klaviyo
Sector	Food
Emails read	1 campaign, 2 transactional
Period	October 2026

Our address was subscribed in August 2026, after the CNIL recommendation was published (April 14, 2026).

Overall score

A B **C** 71/100 D E F

The main finding

An open-tracking pixel is present on 1 of the 2 transactional messages.

It is the first of 10 points to fix. The highest score is technical (82/100), the lowest compliance (57/100), better than 83% of the 566 brands measured.

Transactional
2 messages

October 2026 · calculated on 24 October

Compliance

57 /100

better than 83% of the 566 brands measured

Deliverability

79 /100

better than 8% of the 565 brands measured

Technical

82 /100

better than 48% of the 566 brands measured

Experience

75 /100

better than 85% of the 566 brands measured

10 points to fix

Each line leads to the criterion in its family, with the excerpt that establishes it and how to fix it.

Priority

An open-tracking pixel is present

Criterion “No open-tracking pixel” · Compliance · on 1 of the 2 transactional messages

−17.5 pts
out of 35 in Compliance

```
<img alt="facebook" src="https://cdn.klaviyomail.com/assets/email/buttons/subtl…
```

Klaviyo: open tracking is set per campaign and per flow, in the tracking settings.

Priority

The recipient's address is written into the message

Criterion “No recipient identifier in the message” · Compliance · on 1 of the 2 transactional messages

−5 pts
out of 10 in Compliance

```
href adresse:clair · href adresse:url
```

Links carry no email address, contact identifier or automatic login token in their parameters.

To review

The published DMARC policy keeps out no impersonation

Criterion “DMARC policy that helps keep out some impersonation” · Deliverability · on all 2 transactional messages

−15 pts
out of 15 in Deliverability

A _dmarc.<domain> TXT record declares the policy: v=DMARC1; p=quarantine; rua=mailto:… at the very least, p=reject once the sending sources are aligned.

To review

Message language not declared

Criterion “The message stays readable with assistive technology” · Experience · measured on 2 transactional messages

−12.5 pts
out of 20 in Experience

To review

The message reads poorly without its images or does not announce itself in the inbox

Criterion “The message makes sense without its images, from the inbox on” · Experience · measured on 2 transactional messages

−12.5 pts
out of 25 in Experience

To review

No separate path to refuse tracking

Criterion “The recipient keeps control over tracking” · Compliance · measured on 1 transactional message

−10 pts
out of 20 in Compliance

To review

The template is nested beyond the threshold

Criterion “A shallow template” · Technical · measured on 2 transactional messages

−10 pts
out of 20 in Technical

Secondary

No untracked path leads to the site

Criterion “An untracked path leads to the site” · Compliance · on 1 of the 2 transactional messages

−7.5 pts
out of 15 in Compliance

Secondary

A remote stylesheet is called

Criterion “No remote stylesheet” · Technical · on 1 of the 2 transactional messages

−5 pts
out of 10 in Technical

Secondary

The message does not say who is writing or under which rules

Criterion “The message says who is writing and under which rules” · Compliance · measured on 2 transactional messages

−3.3 pts
out of 20 in Compliance

12 criteria met, including « DKIM signature validated » and « HTML under Gmail's clipping threshold ». They are listed in their family, below.

Every send, at the time it arrived

One dot per message received by our subscription since October. Tap a dot to open it; the arrows move from one send to the next.

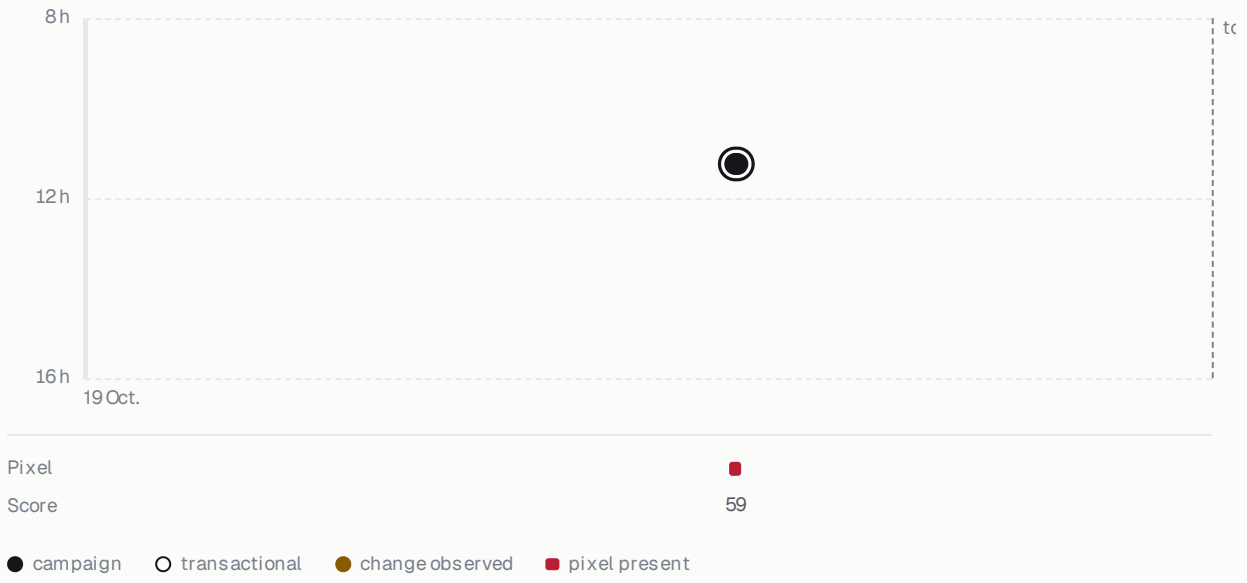
Technical reading of the send of Oct. 8, 2026 →

1
campaign in 1 week
about one a week, in October

No fixed day
sending day
Thursday leads, 1 of the 1 campaigns

11 h – 12 h
arrival window
1 of the 1 campaigns

22 Oct.
last send received
« Get up to €20 off your favourite coffee. Grab the deal befor… »



Campaign 1 of 1

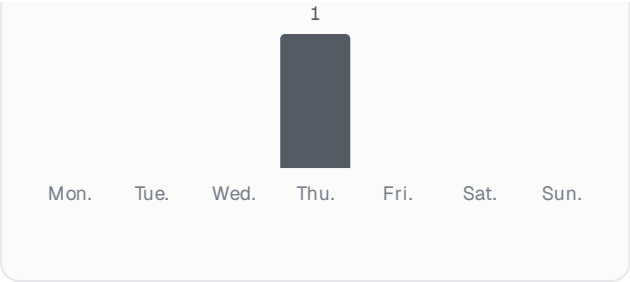
Thursday 22 Oct., 11:15

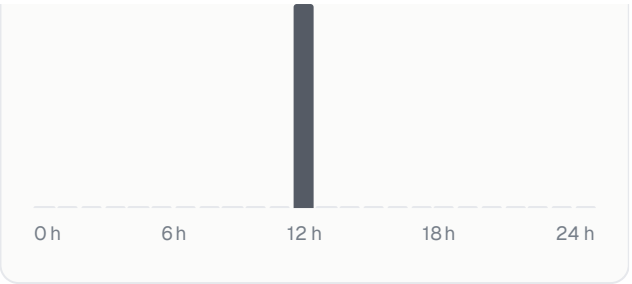
Get up to €20 off your favourite coffee. Grab the deal before 1 November!

Type	Marketing campaign
Score	59 / 100
Pixel	Present, detected by its measurement domain

Sending day
Tap a bar to find its sends on the timeline.

Arrival time
Hour by hour, on the campaign received.





No change observed since October Each campaign is compared with the previous one, criterion by criterion.

Criteria in detail

The 24 criteria + 1 bonus

12 met · **9** partly met · **1** not met · **0** not observable · **2** not applicable

Compliance

These checks cover what the send imposes on the recipient and what it leaves them: measurement of their behaviour, ways to leave, tracking of their objection.

Tracking pixels: the CNIL rule · Method, Compliance family

better than 83% of the 566 brands measured

The calculation · 57 pts out of 100 — 5 partly met · 1 not applicable

35	20	20	15	10

Weight of each criterion in the score.

No open-tracking pixel — Partly met — 17.5/35 pts

Open-tracking pixel detected (1 of 2 transactional messages concerned)

17.5 points out of 35 — met on 1 of 2 transactional messages concerned.

An invisible image tells the sending platform that the message was opened, when, and from which device: this is individual tracking of reading behavior, and the recipient sees none of it. The message does not say whether they consented or objected — that choice lives in the sending platform, not in the email.

Served from `klaviyomail.com`.

The excerpt that establishes it

```
<img alt="facebook" src="https://cdn.klaviyomail.com/assets/e
mail/buttons/subtleinverse/***" style="width:32px;" width="3
2">
```

How to fix it

Klaviyo: open tracking is set per campaign and per flow, in the **tracking settings**. Watch out for automated flows: the setting there is separate from the campaigns' one.

Specific to klaviyo — not yet re-opened in the tool

Met when no tracking pixel is present. A single pixel is enough for the criterion not to be met on an email.

CNIL 14/04/2026·LIL art.82 · PM-PRIV-001 · The detection rule

Unsubscribing is possible and announced

Not applicable

not applicable

This measurement did not apply to any of the emails received. It **drops out of the denominator**: it is never counted as a failure.

Met when the message announces unsubscribing in its headers, through a page rather than an email to write, and in its body. The detail says which of the two is missing. Not applicable to a transactional email.

RFC 2369 · PM-PRIV-002

The recipient keeps control over tracking

Partly met

10/20 pts

No separate path to refuse tracking on the only transactional message concerned (1 of 2 measures met)

10 points out of 20 — share of observations met across 1 transactional message.

How to fix it

A path separate from the unsubscribe link leads to a preference centre where the recipient can refuse tracking (opens, clicks) without unsubscribing. Most email platforms offer this page; otherwise it goes in the template footer, with its own link, named for what it does ("manage my preferences", "refuse tracking").

The page takes an afternoon to set up and then serves every send. It is what the CNIL recommendation expects from an email that measures how its readers behave.

Two measures: does the unsubscribe link go through a tracker, and does a separate path lead to a preference center or to refusing tracking? Neither establishes that a refusal succeeds — checking would require following the link, which would record a click on the sending platform's side. They describe the control left to the recipient, not the result they would get.

What was measured — 1 met out of 2

- Untracked unsubscribe link on a single transactional message Met
- No separate path to refuse tracking on the only transactional message concerned Not met

CNIL 14/04/2026·Postmetry · PM-PRIV-003

The message says who is writing and under which rules

Partly met

16.7/20 pts

No link leads to the privacy policy (1 of 2 transactional messages concerned) (2 of 3 measures met)

16.7 points out of 20 — share of observations met across 2 transactional messages.

How to fix it

The footer of the message names the sender (company name, postal address) and links to its privacy policy with a direct link to the website, not through a tracking domain. These details go once into the base template and then appear in every send.

Nothing to lose: these lines already exist on the website; they only need to be carried over.

A commercial email must make it possible to identify the advertiser (CPCE, article L. 34-5), and the recipient must be able to know who processes their data. This indicator groups what a message can show of it.

What was measured — 2 met out of 3

- The message names its sender on 2 transactional messages Met
- A reply to the message is possible on 2 transactional messages Met
- No link leads to the privacy policy (1 of 2 transactional messages concerned) Partly met

CPCE L.34-5 · directive 2000/31 art.6 · CAN-SPAM · PM-PRIV-004

An untracked path leads to the site

Partly met

7.5/15 pts

Every link to the site goes through a tracker (1 of 2 transactional messages concerned)

7.5 points out of 15 — met on 1 of 2 transactional messages concerned.

A recipient who simply wants to visit the site has no option but to go through the click counter.

How to fix it

At least one link in the message points directly to the brand's domain, without going through the platform's redirect domain: the logo, the legal notice or the privacy policy will do. In the editor this is set link by link ("do not track this link", "disable click tracking") or through an exclusion list in the account settings.

An untracked link does not count in measured clicks; choosing the logo or the footer takes nothing away from the clicks that matter.

Met when at least one link in the message leads to the brand's site without going through a click counter.

Postmetry · PM-PRIV-005

No recipient identifier in the message

Partly met

5/10 pts

The recipient's address is written into the message (1 of 2 transactional messages concerned)

5 points out of 10 — met on 1 of 2 transactional messages concerned.

Base64-encoded or hashed, it is still the address: a hash is recovered by hashing a list of known addresses. Placed in a URL or a header, it travels wherever the message goes — redirect server logs, analytics tools, browser history.

The excerpt that establishes it

```
href adresse:clair · href adresse:url
```

How to fix it

Links carry no email address, contact identifier or automatic login token in their parameters. In the email platform, these come from merge variables inserted into URLs (`?email={{contact.email}}`, `?uid=…`): remove them from the template's links, and turn off login-by-link if it is offered.

The platform still identifies the recipient for tracked clicks; what changes is that the address no longer travels in clear to the website, its analytics and its partners.

Met when the recipient's address appears — neither in clear, nor encoded, nor hashed — in no URL and no proprietary header. Addressing headers do not count: they carry it by design.

Postmetry · RGPD art.4 en repère · PM-PRIV-020

Deliverability

79
out of 100

These checks read the authentication verdict set by our server when the message arrived. This verdict is dated by construction: we never recalculate it, which would query today's DNS rather than the DNS of the day the email was sent.

Gmail sender requirements ↗ (https://support.google.com/a/answer/81126)
Yahoo requirements ↗ (https://senders.yahooinc.com/best-practices/) Method, Deliverability family

better than 8% of the 565 brands measured

The calculation · 55 pts out of 70, scaled to 100 — 4 met · 1 not met · 1 not applicable

20	20	15	10	5

Weight of each criterion in the score.

DKIM signature validated — Met — 20 pts

Valid DKIM signature on 2 transactional messages

20 points out of 20 — met on 2 of 2 transactional messages concerned.

Met when our receiving server validated the DKIM signature of the email.

RFC 6376 · RFC 8601 · PM-DELIV-001
RFC 6376 — DomainKeys Identified Mail (DKIM) Signatures (https://www.rfc-editor.org/rfc/rfc6376)
RFC 8601 — Message Header Field for Indicating Message Authentication Status (https://www.rfc-editor.org/rfc/rfc8601)

DMARC alignment validated — Met — 20 pts

DMARC alignment verified on 2 transactional messages

20 points out of 20 — met on 2 of 2 transactional messages concerned.

Met when the domain shown in the sender matches the one that authenticated the message.

RFC 9989 · PM-DELIV-002
RFC 9989 — Domain-Based Message Authentication, Reporting, and Conformance (DMARC) (https://www.rfc-editor.org/rfc/rfc9989)

DMARC policy that helps keep out some impersonation — Not met — 0/15 pts

DMARC policy in observation only on the 2 transactional messages concerned

0 points out of 15 — met on 0 of 2 transactional messages concerned.

How to fix it

A `_dmarc.<domain>` TXT record declares the policy: `v=DMARC1; p=quarantine; rua=mailto:…` at the very least, `p=reject` once the sending sources are aligned. The move happens in stages (p=none with reports, then `quarantine`, then `reject`) over a few weeks, reading the reports to find the tools that send on behalf of the domain.

A none policy prevents no spoofing of the domain; `quarantine` or `reject` closes the door and meets the Gmail and Yahoo requirements for bulk senders.

Met when the published policy is "reject" or "quarantine". A "none" policy asks nothing of mail providers: it is published with no effect on messages that impersonate the domain.

RFC 9989 §4.7 · PM-DELIV-003 · RFC 9989 — section 4.7, "p" tag (https://www.rfc-editor.org/rfc/rfc9989#section-4.7)

No SPF failure

Met

10 pts

No SPF failure on 2 transactional messages

10 points out of 10 — met on 2 of 2 transactional messages concerned.

Met when SPF does not fail. An SPF "none" alongside a valid DKIM and DMARC is a common and legitimate configuration: it is not penalized.

RFC 7208 · PM-DELIV-004

RFC 7208 — Sender Policy Framework (SPF) for Authorizing Use of Domains in Email (https://www.rfc-editor.org/rfc/rfc7208)

One-click unsubscribe, as defined by RFC 8058

Not applicable

not applicable

This measurement did not apply to any of the emails received. It **drops out of the denominator**: it is never counted as a failure.

Met when the "List-Unsubscribe" header carries an https address and "List-Unsubscribe-Post" is exactly "List-Unsubscribe=One-Click". This is what Gmail and Yahoo require of bulk senders: the mailbox's button then acts without opening a page. Not applicable to a transactional email.

RFC 8058 · Gmail et Yahoo · PM-DELIV-005

A DKIM signature that covers what matters

Met

5 pts

The DKIM signature covers what matters in the message on 2 transactional messages

5 points out of 5 — share of observations met across 2 transactional messages.

What the signature covers, not only that it passes: an algorithm accepted by RFC 8301, the whole body signed, the From, Subject, Date and List-Unsubscribe headers signed, a signature not expired on receipt. Not applicable without a DKIM signature.

What was measured — 4 met out of 4

- Accepted signing algorithm on 2 transactional messages Met
- Whole body signed on 2 transactional messages Met
- Essential headers signed on 2 transactional messages Met
- Signature valid on receipt on a single transactional message Met

RFC 6376 · RFC 8301 · PM-DELIV-006

Technical

These checks cover what email clients actually do with the message: truncation, style blocks removed, resources never loaded. Each threshold states where it comes from: the documented behaviour of an email client, a specification, or our own method.

Support by email client (caniemail) ↗ (https://www.caniemail.com/) Method, Technical family

better than 48% of the 566 brands measured

The calculation · 70 pts out of 85, scaled to 100 — 4 met · 2 partly met

Weight of each criterion in the score.

HTML under Gmail's clipping threshold — Met — 25 pts

HTML under Gmail's clipping threshold on 2 transactional messages

25 points out of 25 — met on 2 of 2 transactional messages concerned.

Met when the HTML part stays under 102 KB. Beyond that, Gmail cuts off the end of the message — and the end is where the unsubscribe link and the notices are.

Gmail · PM-TECH-001

A shallow template — Partly met — 10/20 pts

Layout tables nested beyond the threshold (1 of 2 transactional messages concerned) (0 of 1 measures met)

10 points out of 20 — share of observations met across 2 transactional messages.

How to fix it

Flatten the template: one content block per table, placed directly in the main column, with no wrapper table around each section.

In a block-based editor, nesting usually comes from a section placed inside another, or a column inside a column. It is fixed once, in the template, not campaign by campaign.

The technical reading of the email gives the measured nesting and its threshold: it tells you when the fix has taken effect.

Met when layout tables are nested no more than 6 levels deep. Beyond that, the Word engine shared by desktop Outlook and the diverging clients each render the template their own way.

What was measured — 0 met out of 1

- Layout tables nested beyond the threshold (1 of 2 transactional messages concerned) Partly met

Postmetry · PM-TECH-002

Well-formed HTML — Met — 15 pts

Well-formed HTML on 2 transactional messages

15 points out of 15 — share of observations met across 2 transactional messages.

A doctype, a character set declared in the document, balanced tags and unique identifiers. Each client repairs incomplete markup its own way, which is what makes rendering unpredictable. End tags that HTML makes optional do not count.

What was measured — 4 met out of 4

- Doctype declared on 2 transactional messages Met
- Character set declared in the HTML on 2 transactional messages Met
- Balanced tags on 2 transactional messages Met
- Unique identifiers on 2 transactional messages Met

WHATWG · PM-TECH-030

Every link leads somewhere Met

10 pts

Every link leads somewhere on 2 transactional messages

10 points out of 10 — met on 2 of 2 transactional messages concerned.

Met when no link is empty, reduced to "#" or written as "javascript:". Such a link leads nowhere, and most clients neutralise it. Not applicable if the message contains no link.

Postmetry · PM-TECH-031

No remote stylesheet Partly met

5/10 pts

Remote stylesheet declared (1 of 2 transactional messages concerned)

5 points out of 10 — met on 1 of 2 transactional messages concerned.

How to fix it

CSS rules go inside the message, in a `<style>` block or inline on the elements; no `<link rel="stylesheet">` and no `@import` pointing to a server. Remote fonts are not counted here: most clients ignore them, but they break nothing.

Gmail, Outlook and most clients do not load a remote stylesheet: the message shows without its styles for most readers.

Met when the message calls no external stylesheet, through "link" or "@import". Several clients never load them. A font stylesheet does not count: without it, the text falls back to another font.

caniemail · PM-TECH-020 · <link> in an email — support by client (https://www.caniemail.com/features/html-link/)

The message follows the shape of an email Met

5 pts

The message follows the shape of an email on 2 transactional messages

5 points out of 5 — share of observations met across 2 transactional messages.

Lines of 998 bytes at most, readable Message-ID and Date, a character set announced on every text part, a transfer encoding consistent with the content (RFC 5322, RFC 2045). Most servers tolerate these deviations, each in its own way.

What was measured — 5 met out of 5

- Lines of 998 bytes at most on 2 transactional messages Met
- Well-formed Message-ID on 2 transactional messages Met
- Readable date on 2 transactional messages Met
- Character set announced on every text part on 2 transactional messages Met
- Consistent transfer encoding on 2 transactional messages Met

RFC 5322 · RFC 2045 · PM-TECH-010

Experience

75
out of 100

Four questions about what becomes of the message once received: does it stay understandable, can the recipient still act, can a client render it, can a screen display it. Automatic detection only covers what is declared in the message.

WCAG 2.2 ↗ (https://www.w3.org/TR/WCAG22/) Method, Experience family

better than 85% of the 566 brands measured

The calculation · 75 pts out of 100 — 4 met · 2 partly met · 1 bonus

25	15	15	10	20	15

Weight of each criterion in the score.

The message makes sense without its images, from the inbox on

Partly met — 12.5/25 pts

The message reads poorly without its images or does not announce itself in the inbox — none of the 2 measures is met across all 2 transactional messages

12.5 points out of 25 — share of observations met across 2 transactional messages.

How to fix it

A preheader of 40 to 130 characters, in real text, follows the subject in the inbox; every meaningful image has an `alt` attribute that says what it shows; the main message is in text, not inside an image. In the editor, the preheader is a dedicated field, and the `alt` is filled in image by image.

Half of readers see the message without images when it first opens. An `alt` and a preheader take a minute per campaign.

Met when the message keeps at least 200 readable characters with images blocked, and a preheader of 40 to 130 characters announces it in the message list. Without a preheader, the inbox shows the first text of the body instead — often “View in browser”.

What was measured — 0 met out of 2

- Fewer than 200 characters remain readable with images blocked (1 of 2 transactional messages concerned) — Partly met
- Preheader missing, too short or too long (1 of 2 transactional messages concerned) — Partly met

Postmetry · PM-EXP-001

The message can be rendered outside HTML — Met

15 pts

A text version renders the message on 2 transactional messages

15 points out of 15 — share of observations met across 2 transactional messages.

Met when a text version comes with the email and carries the essentials: at least 60% of its text and 80% of its links. A client that does not display HTML falls back on it; reduced to “view the web version”, it renders nothing.

What was measured — 3 met out of 3

- A plain-text version accompanies the message on 2 transactional messages — Met
- The text version carries at least 60% of the text on 2 transactional messages — Met
- The text version carries at least 80% of the links on 2 transactional messages — Met

Postmetry · PM-EXP-002

All links stay visible with images blocked — Met

15 pts

All links stay visible with images blocked on 2 transactional messages

15 points out of 15 — met on 2 of 2 transactional messages concerned.

Met when no link is carried by a single image without alternative text: such a link leaves nothing on screen. Not applicable if the message contains no links.

Postmetry · PM-EXP-003

Tap targets large enough — Met

10 pts

Tap targets of sufficient size on 2 transactional messages

10 points out of 10 — met on 2 of 2 transactional messages concerned.

Met when no sized tap target falls below 24 px a side (WCAG 2.2, criterion 2.5.8). Only targets with a declared dimension are measured; the criterion's exceptions — a target within a line of text, sufficient spacing — are not. Not applicable if the message declares no dimensions.

WCAG 2.2 — 2.5.8 · PM-EXP-004

WCAG 2.2 — Target Size (Minimum), success criterion 2.5.8, level AA (https://www.w3.org/TR/WCAG22/#target-size-minimum)

The message stays readable with assistive technology — Partly met

7.5/20 pts

The message puts obstacles in the way of assistive technology — none of the 4 measures is met

7.5 points out of 20 — share of observations met across 2 transactional messages.

How to fix it

Four fixes, all in the template: declare the message language on the `<html>` tag (`lang="en"` for an email in English), describe each content image in its `alt` attribute, mark layout tables with `role="presentation"`, and write links that say where they lead rather than “click here”.

The criterion detail shows which ones are missing from your emails; the others are already met.

A decorative image — divider, spacer — keeps an empty `alt=""`: that is what keeps it silent, not an oversight.

Declared language, described content images, layout tables marked as such, link texts that say where they lead: what a screen reader needs to render the message. The detail says which of these measures is missing.

What was measured — 0 met out of 4

- Message language not declared on the 2 transactional messages concerned — Not met
- Some content images are not described (1 of 2 transactional messages concerned) — Partly met
- Layout tables announced as data tables (1 of 2 transactional messages concerned) — Partly met
- Some links do not say where they lead (1 of 2 transactional messages concerned) — Partly met

WCAG 2.2 · RGAA · PM-EXP-005

HTML Standard — The lang and xml:lang attributes (https://html.spec.whatwg.org/multipage/dom.html#the-lang-and-xml:lang-attributes)

HTML Standard — Requirements for providing text to act as an alternative for images (https://html.spec.whatwg.org/multipage/images.html#alt)

The message declares its adaptation to screens — Met

15 pts

The message declares its adaptation to screens on 2 transactional messages

15 points out of 15 — share of observations met across 2 transactional messages.

Met when the message declares its viewport and its adaptation to screen width. Without them, it displays on a phone at its original width, and is read by zooming and scrolling sideways.

What was measured — 2 met out of 2

- Viewport declared on 2 transactional messages — Met
- Adaptation to screen width declared on 2 transactional messages — Met

W3C · PM-EXP-026 · CSS Device Adaptation — the viewport tag (https://www.w3.org/TR/css-device-adapt-1/)

Media Queries Level 4 (https://www.w3.org/TR/mediaqueries-4/)

Dark mode declared — Bonus point not earned

+0 pts

The message does not declare its support for dark mode on the 2 transactional messages concerned

0 points out of 5 — met on 0 of 2 transactional messages concerned.

Earned when the message declares `color-scheme` or a `prefers-color-scheme` rule. No standard requires it — clients that force dark mode invert the colors themselves — but declaring it leaves control to the template rather than to the mail client.

caniemail · PM-EXP-027

Sector comparison

Food — 43 brands with at least one campaign analyzed. The shares below are counted on them, never on the catalog.

43 brands analyzed in this sector

Reserved for the Pro version

Reading notes

How to read this page

01 **A criterion that is not observable or not applicable leaves the calculation.** It stays listed, never counted as zero: its weight leaves the denominator rather than weighing as a failure.

02 Each line describes an **observable finding**, with the excerpt that establishes it. No legal qualification is ever attached to it.

03 The measurements come from **deterministic analyzers**: the same message always gives the same result, and a disputed finding can be redone identically from the archive.

04 Every share is published **on an observed basis**, and names it: “26 of 30 brands analyzed.” A brand with no email received enters no denominator.

05 The **deliverability score is borrowed**: its verdict comes from the server that received the message. All the other families come from our own analyzers.

Does this analysis speak to you?

Let's go through it together, in 20 minutes.

We go over the 10 points with you, the evidence for each and the order in which to fix them. By video call, no commitment.

Pick a time slot : https://cal.com/noam-ouaknine-ecibnn/20min (https://cal.com/noam-ouaknine-ecibnn/20min)

Get Caffè Borbone's changes

One email when a criterion changes state, nothing else.

Do you work at Caffè Borbone?

Claim the brand: transactional emails, alerts, dated evidence.

The Pro version

Full history, before and after, alerts.

This report can also be read online, with a preview of each email:
https://postmetry.com/en/marque/caffe-borbone/?kind=transactional