postmetry

H

What's inside the newsletter from

H&M

Sender	newsletter@email.hm.com
Sending platform	Adobe Campaign
Sector	Fashion & retail
Emails read	2 campaigns
Period	August 2026

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

Overall score

A B C **D** 65/100 E F

The main finding

An open-tracking pixel is present on all 2 campaigns.

It is the first of 10 points to fix. The highest score is deliverability (100/100), the lowest compliance (50/100), better than 79% of the 503 brands measured.

Marketing
2 campaigns

August 2026 · calculated on 24 October

Compliance

50 /100

better than 79% of the 503 brands measured

Deliverability

100 /100

better than 45% of the 503 brands measured

Technical

50 /100

better than 8% of the 503 brands measured

Experience

50 /100

better than 20% of the 503 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 all 2 campaigns `<img height="0" width="0" alt="" src="https://t19.email.hm.com/r/?id=***,663952…` Open tracking is turned off in the tracking settings, at the campaign or account level.	−30 pts out of 30 in Compliance
Priority	**Layout tables nested beyond the threshold** Criterion “A shallow template” · Technical · measured on 2 campaigns Flatten the template: one content block per table, placed directly in the main column, with no wrapper table around each section.	−20 pts out of 20 in Technical
To review	**The message puts obstacles in the way of assistive technology** Criterion “The message stays readable with assistive technology” · Experience · measured on 2 campaigns 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”.	−15 pts out of 20 in Experience
To review	**Some links become invisible when images are blocked** Criterion “All links stay visible with images blocked” · Experience · on all 2 campaigns	−15 pts out of 15 in Experience
To review	**The HTML exceeds Gmail's clipping threshold** Criterion “HTML under Gmail's clipping threshold” · Technical · on 1 of the 2 campaigns	−12.5 pts out of 25 in Technical
To review	**No separate path to refuse tracking** Criterion “The recipient keeps control over tracking” · Compliance · measured on 2 campaigns	−10 pts out of 20 in Compliance
To review	**The message cannot be rendered outside HTML** Criterion “The message can be rendered outside HTML” · Experience · measured on 2 campaigns	−10 pts out of 15 in Experience
To review	**A remote stylesheet is called** Criterion “No remote stylesheet” · Technical · on all 2 campaigns	−10 pts out of 10 in Technical
To review	**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 campaigns	−10 pts out of 15 in Compliance
To review	**Some tap targets are too small for a finger** Criterion “Tap targets large enough” · Experience · on all 2 campaigns	−10 pts out of 10 in Experience

14 criteria met, including « Unsubscribing is possible and announced » and « DKIM signature validated ». They are listed in their family, below.

Every send, at the time it arrived

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

Technical reading of the send of Aug. 6, 2026 →

2
campaigns in 1 week
about 2 a week, in August

No fixed day
sending day
Monday leads, 1 of the 2 campaigns

9 h – 11 h
arrival window
2 of the 2 campaigns

6 Aug.
last send received
« WARDROBE.NYC H&M »

Campaign 2 of 2

Thursday 6 Aug., 9:26

WARDROBE.NYC H&M

Type	Marketing campaign
Score	67 / 100
Pixel	Present, detected by its size

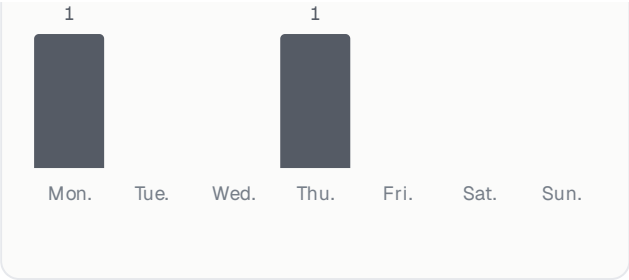
● Change observed on this send, to be confirmed by the next one.

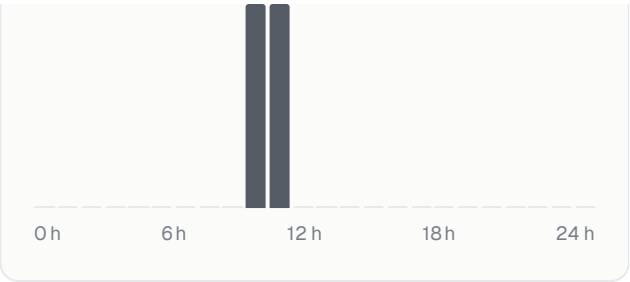
Sending day

Tap a bar to find its sends on the timeline.

Arrival time

Hour by hour, on the 2 campaigns.





1 change observed since August Each campaign is compared with the previous one, criterion by criterion.

6 Aug. The detail of this change, criterion by criterion, is reserved for the Pro version.
to be confirmed by the next send · the per-send score goes from 63 to 67

Criteria in detail

The 24 criteria + 1 bonus

14 met · **5** partly met · **5** not met · **0** not observable

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 79% of the 503 brands measured

The calculation · 50 pts out of 100 — 3 met · 2 partly met · 1 not met

Weight of each criterion in the score.

No open-tracking pixel — Not met — 0/30 pts

Open-tracking pixel detected on the 2 campaigns concerned

0 points out of 30 — met on 0 of 2 campaigns 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 `hm.com`.

The excerpt that establishes it

```
<img height="0" width="0" alt="" src="https://t19.email.hm.co
m/r/?id=***,6639522d,1">
```

How to fix it

Open tracking is turned off in the tracking settings, at the campaign or account level. Look for “open tracking”.

Turning it off loses the open rate — a measure already largely distorted by mailbox privacy protections, which preload images — and changes nothing about the click rate.

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

Loi Informatique et Libertés, article 82 (https://www.legifrance.gouv.fr/loda/article_lc/LEGIARTI000037813978/)

CNIL, délibération n° 2026-042 du 12 mars 2026, publiée au JO le 14 avril 2026 — champ d'application (https://www.cnil.fr/sites/default/files/2026-04/recommandation-pixels_de_suivi.pdf)

CNIL, foire aux questions du 22 juillet 2026 (https://www.cnil.fr/fr/faq-recommandation-pixels-courriers-electroniques)

CNIL, délibération n° 2026-042 du 12 mars 2026, publiée au JO le 14 avril 2026 — retrait du consentement (https://www.cnil.fr/sites/default/files/2026-04/recommandation-pixels_de_suivi.pdf)

Unsubscribing is possible and announced

Met — 15 pts

Unsubscribing is announced, in the header and in the body on 2 campaigns

15 points out of 15 — share of observations met across 2 campaigns.

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.

What was measured — 2 met out of 2

- Unsubscribe announced in the header, through a page on 2 campaigns — Met
- Unsubscribe link in the body on 2 campaigns — Met

RFC 2369 · PM-PRIV-002

RFC 2369 — The Use of URLs as Meta-Syntax for Core Mail List Commands (https://www.rfc-editor.org/rfc/rfc2369)

The recipient keeps control over tracking

Partly met — 10/20 pts

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

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

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 2 campaigns — Met
- No separate path to refuse tracking on the 2 campaigns concerned — Not met

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

The message says who is writing and under which rules

Partly met

5/15 pts

The message does not say under which rules the data is processed — 1 of 3 measures met

5 points out of 15 — share of observations met across 2 campaigns.

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 — 1 met out of 3

- The message names its sender on 2 campaigns — Met
- No address allows a reply to the message on the 2 campaigns concerned — Not met
- No link leads to the privacy policy on the 2 campaigns concerned — Not met

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

An untracked path leads to the site

Met

10 pts

An untracked path leads to the site on 2 campaigns

10 points out of 10 — met on 2 of 2 campaigns concerned.

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

Met

10 pts

No recipient identifier in the message on 2 campaigns

10 points out of 10 — met on 2 of 2 campaigns concerned.

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

100
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 45% of the 503 brands measured

The calculation · 85 pts out of 85, scaled to 100 — 6 met

20	20	15	10	15	5

Weight of each criterion in the score.

DKIM signature validated — Met — 20 pts

Valid DKIM signature on 2 campaigns

20 points out of 20 — met on 2 of 2 campaigns 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 campaigns

20 points out of 20 — met on 2 of 2 campaigns 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 — Met — 15 pts

Active DMARC policy on 2 campaigns

15 points out of 15 — met on 2 of 2 campaigns concerned.

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 campaigns

10 points out of 10 — met on 2 of 2 campaigns 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 Met

15 pts

One-click unsubscribe as defined by RFC 8058 on 2 campaigns

15 points out of 15 — share of observations met across 2 campaigns.

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.

What was measured — 2 met out of 2

- The unsubscribe header carries an https address on 2 campaigns Met
- One-click unsubscribe announced on 2 campaigns Met

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 campaigns

5 points out of 5 — share of observations met across 2 campaigns.

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 — 3 met out of 3

- Accepted signing algorithm on 2 campaigns Met
- Whole body signed on 2 campaigns Met
- Essential headers signed on 2 campaigns Met
- Signature valid on receipt Not applicable

RFC 6376 · RFC 8301 · PM-DELIV-006

50
out of 100

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 8% of the 503 brands measured

The calculation · 42 pts out of 85, scaled to 100

3 met · 1 partly met · 2 not met

Weight of each criterion in the score.

HTML under Gmail's clipping threshold Partly met

12.5/25 pts

HTML over Gmail's clipping threshold (1 of 2 campaigns concerned)

12.5 points out of 25 — met on 1 of 2 campaigns concerned.

How to fix it

Weight comes down by removing unused CSS, deleting duplicated hidden blocks (mobile and desktop versions of the same content), removing comments and Outlook conditional code that is no longer needed, and embedding no base64 images. Most editors show the HTML weight before sending.

Above 102 KB, Gmail clips the message and shows “View entire message”: the footer, the legal notices and the unsubscribe link drop out of the first read.

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

Not met

0/20 pts

Layout tables nested beyond the threshold on the 2 campaigns concerned (0 of 1 measures met)

0 points out of 20 — share of observations met across 2 campaigns.

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 on the 2 campaigns concerned Not met

Postmetry · PM-TECH-002

Well-formed HTML

Met

15 pts

Well-formed HTML on 2 campaigns

15 points out of 15 — share of observations met across 2 campaigns.

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 campaigns Met
- Character set declared in the HTML on 2 campaigns Met
- Balanced tags on 2 campaigns Met
- Unique identifiers on 2 campaigns Met

WHATWG · PM-TECH-030

Every link leads somewhere

Met

10 pts

Every link leads somewhere on 2 campaigns

10 points out of 10 — met on 2 of 2 campaigns 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

Not met

0/10 pts

Remote stylesheet declared on the 2 campaigns concerned

0 points out of 10 — met on 0 of 2 campaigns 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 campaigns

5 points out of 5 — share of observations met across 2 campaigns.

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 campaigns Met
- Well-formed Message-ID on 2 campaigns Met
- Readable date on 2 campaigns Met
- Character set announced on every text part on 2 campaigns Met
- Consistent transfer encoding on 2 campaigns Met

RFC 5322 · RFC 2045 · PM-TECH-010

50

out of 100

Experience

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 20% of the 503 brands measured

The calculation · 50 pts out of 100

2 met · 2 partly met · 2 not met · 1 bonus

Weight of each criterion in the score.

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

25 pts

The message reads without its images and announces itself in the inbox on 2 campaigns

25 points out of 25 — share of observations met across 2 campaigns.

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 — 2 met out of 2

- At least 200 characters remain readable with images blocked on 2 campaigns — Met
- Preheader of 40 to 130 characters on 2 campaigns — Met

Postmetry · PM-EXP-001

The message can be rendered outside HTML — Partly met

5/15 pts

The text version is missing or does not render the message — 1 of 3 measures met

5 points out of 15 — share of observations met across 2 campaigns.

How to fix it

The text version (`text/plain`) comes with the HTML and carries the content and the links, not just a sentence saying “open this message in your browser”. Email platforms generate it from the HTML when the option is on (“auto-generate plain text”).

This is the version that watches, screen readers and some business clients read; spam filters also use it, comparing the two versions.

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 — 1 met out of 3

- A plain-text version accompanies the message on 2 campaigns — Met
- The text version carries less than 60% of the text on the 2 campaigns concerned — Not met
- The text version carries less than 80% of the links on the 2 campaigns concerned — Not met

Postmetry · PM-EXP-002

All links stay visible with images blocked — Not met

0/15 pts

Some links become invisible with images blocked on the 2 campaigns concerned

0 points out of 15 — met on 0 of 2 campaigns concerned.

How to fix it

Every important action (main button, unsubscribe) exists as text or as an HTML button, not only as a clickable image. For an image button, an `alt` that names the action and a background colour on the cell keep the area visible even without the image.

With images blocked, an image button becomes an empty rectangle: the reader does not know where to click.

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.

Tap targets large enough

Not met

0/10 pts

Tap targets under the retained size on the 2 campaigns concerned

0 points out of 10 — met on 0 of 2 campaigns concerned.

How to fix it

Links and buttons are at least 24 px tall, with space between two neighbouring links; an HTML button (a table cell with background and padding) reaches that size without an image. Small footer links are separated by a line break rather than by a |.

On a phone, a target smaller than a finger gets missed or the tap lands next to it; 24 px is the WCAG 2.2 level AA minimum.

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

5/20 pts

The message puts obstacles in the way of assistive technology — 1 of 4 measures met

5 points out of 20 — share of observations met across 2 campaigns.

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 — 1 met out of 4

- Message language not declared on the 2 campaigns concerned — Not met
- Some content images are not described on the 2 campaigns concerned — Not met
- Layout tables announced as data tables on the 2 campaigns concerned — Not met
- Every link says where it leads on 2 campaigns — 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 campaigns

15 points out of 15 — share of observations met across 2 campaigns.

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 campaigns Met
- Adaptation to screen width declared on 2 campaigns 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 campaigns concerned

0 points out of 5 — met on 0 of 2 campaigns 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

Fashion & retail — 119 brands with at least one campaign analyzed. The shares below are counted on them, never on the catalog.

119 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 H&M's changes

One email when a criterion changes state, nothing else.

Do you work at H&M?

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/hm/