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You can find this information and lots more online at [johnlewis.com](http://johnlewis.com)

## Here to help

Easier shopping for disabled customers

### Shopping hours

Monday	9.00–6.00
Tuesday	9.00–6.00
Wednesday	9.00–6.00
Thursday	9.00–8.00
Friday	9.00–6.00
Saturday	9.00–6.30
Sunday	10.00–6.00



John Lewis  
69 St. James Centre  
Edinburgh EH1 3SP  
Telephone 0131 556 9121  
Fax 0131 525 8499  
[jl\\_edinburgh@johnlewis.co.uk](mailto:jl_edinburgh@johnlewis.co.uk)  
[johnlewis.com](http://johnlewis.com)

John Lewis department stores SD24521 / 04.14



### **Making shopping easier**

We aim to make shopping in our department stores easy and convenient for all our customers. The facilities for disabled customers vary a little from one John Lewis shop to another, depending on the limitations of some buildings. Here at John Lewis Edinburgh we offer the following:

#### **Accessible parking**

Spaces are reserved for disabled customers in the car park adjacent to our shop.

#### **Wheelchairs for loan\***

To check availability please ring in advance, or on the day of your visit ask one of our Partners for more details.

#### **Hearing loops\***

Please ask one of our Partners for details about mobile hearing loops.

#### **Sign language\***

We have Partners with some knowledge of sign language. Please call us by Typetalk/Text Direct to check their availability so they can meet you.

#### **Accessible fitting rooms**

In Menswear and Fashions.

#### **Accessible toilets**

On Levels 3 and 4

#### **Wide access lifts**

Available with access to all floors.

#### **Help with your shopping**

Just ask one of our Partners if you need assistance.

#### **No need to carry heavy shopping**

Collect your purchases at the end of your visit from Customer collections in St. James Place.

### **Standard delivery**

When you spend over £50 we'll deliver for free. Spend less and standard delivery costs just £3. We'll deliver into the room of your choice, and remove any unwanted packaging for us to recycle responsibly.

### **Telephone shopping**

Typetalk/Text Direct is available. Please ring 18001 + 0131 556 9121

### **Large print or audio tape**

Please ask one of our Partners if you need literature in alternative formats and we will do our best to provide it. You can contact our branch in advance of your visit to check availability of services marked\*. Please ring our main branch telephone number that is Typetalk/Text Direct enabled using prefix 18001 + 0131 556 9121

We welcome your comments, so please let us know your questions or suggestions. For help or more information, please ask one of our Partners, or contact:

Customer services manager  
John Lewis Edinburgh  
69 St James Centre  
Edinburgh EH1 3SP

Telephone 0131 556 9121  
Textphone 18001 + 0131 556 9121 (via Typetalk)  
Fax 0131 525 8499

jl\_edinburgh@johnlewis.co.uk  
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