

If you need this literature in an alternative format, please ask us.

You can find this information and lots more online at 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	9.00–6.30
Saturday	9.00–6.30
Sunday	10.00–6.00

John Lewis
Buchanan Galleries
Glasgow G1 2GF
Telephone 0844 693 1741
Fax 0141 353 7299
jl_glasgow@johnlewis.co.uk
johnlewis.com

John Lewis department stores SD24540 / 02.13



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 Glasgow we offer the following:

Accessible parking

Spaces are reserved for disabled customers in the Buchanan Galleries car park near our entrances.

Shopmobility

Manual or motorised wheelchairs are available in the Buchanan Galleries. Telephone 0141 354 0416

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 contact our customer service desk on the Third floor or 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 availability so they can meet you.

Accessible fitting rooms

In Sports, Menswear, Fashions and Childrenswear.

Accessible toilets

On the First floor next to The Place To Eat.

Public telephones at accessible heights

Located on the Ground and First floor.

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 Buchanan Galleries car park.

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 + 0844 693 1741

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 + 0844 693 1741

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 Glasgow
Buchanan Galleries
Glasgow G1 2GF

Telephone 0844 693 1741
Textphone 18001 + 0844 693 1741 (via Typetalk)
Fax 0141 353 7299

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