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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	9.30–8.00
Tuesday	9.30–8.00
Wednesday	9.30–8.00
Thursday	9.30–8.00
Friday	9.30–8.00
Saturday	9.00–7.00
Sunday	11.00–5.00



John Lewis  
70 South John Street  
Liverpool L1 8BJ  
Telephone 0844 693 1746  
Fax 0151 705 3858  
[jl\\_liverpool@johnlewis.co.uk](mailto:jl_liverpool@johnlewis.co.uk)  
[johnlewis.com/liverpool](http://johnlewis.com/liverpool)

John Lewis department stores SD245330 / 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 Liverpool we offer the following:

### **Accessible parking**

There are disabled car parking spaces available in the John Lewis car park.

### **Shopmobility**

Manual or motorised wheelchairs (or scooters) are available. Telephone 0151 707 0877

### **Hearing loops\***

Hearing (induction) loops are fitted on a number of till points across all floors. These are clearly signed. Please ask one of our Partners for details.

### **Accessible fitting rooms**

In Menswear on the Ground floor, Fashions on the First floor and Children's fashion on the Third floor.

### **Accessible toilets**

Located next to the lifts on the First, Second and Third floors.

### **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**

You can collect all your shopping from Customer collections where we have two disabled customer parking spaces. You can also have your shopping sent to our Customer service and collections point at Speke.

### **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 1746

### **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 1746

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 Liverpool  
70 South John Street  
Liverpool  
L1 8BJ

Telephone 0844 693 1746  
Textphone 18001 + 0844 693 1746 (via Typetalk)  
Fax 0151 705 3858

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