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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	9.00–5.30
Tuesday	9.00–5.30
Wednesday	9.00–5.30
Thursday	9.00–8.00
Friday	9.00–5.30
Saturday	9.00–6.00
Sunday	10.30–4.30
(Sunday browsing)	10.00–10.30

John Lewis  
All Saints Green  
Norwich NR1 3LX  
Telephone 0844 693 1710  
Fax 01603 677890  
[jl\\_norwich@johnlewis.co.uk](mailto:jl_norwich@johnlewis.co.uk)  
[johnlewis.com](http://johnlewis.com)

John Lewis department stores SD245335 / 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 Norwich we offer the following:

#### **Accessible parking**

Spaces are reserved for disabled customers on the Ground floor of the John Lewis car park.

#### **Shopmobility**

Manual or motorised wheelchairs are available in Castle Mall. Telephone 01603 283148

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

To check availability please ring in advance, or on the day of your visit 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 availability so they can meet you.

#### **Accessible fitting rooms**

In Fashions and Menswear.

#### **Accessible toilets**

On the Second floor next to Audio and Television and on the first floor next to Toys.

#### **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 one of our Customer collection points. If you're collecting on foot, our internal collection point is located to the rear of Fitted Kitchens on the Ground floor. Collect by car via Ber Street. If you're using satnav, please note our postcode is NR1 3ED.

#### **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 1710

#### **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 1710

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 Norwich  
All Saints Green  
Norwich NR1 3LX

Telephone 0844 693 1710  
Textphone 18001 + 0844 693 1710 (via Typetalk)  
Fax 01603 677890

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