John Lewis

Here to help

Easier shopping for disabled customers

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

You can find this information and lots more online at johnlewis.com

Shopping hours

Monday	9.30–6.00
Tuesday	9.30–6.00
Wednesday	9.30–6.00
Thursday	9.30–8.00
Friday	9.30–6.00
Saturday	9.00–6.00
Sunday	11.00–5.00
(Sunday browsing)	10.30–11.00



John Lewis
Touchwood
Solihull
West Midlands B91 3RA
Telephone 0844 693 1756
Fax 0121 704 7299
jl_solihull@johnlewis.co.uk
johnlewis.com

John Lewis department stores SD245344 / 02.13

John Lewis
in store | online | mobile

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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 Solihull we offer the following:

Accessible parking
Spaces are reserved for disabled customers on all floors of the John Lewis car park.

Shopmobility
Manual or motorised wheelchairs are available from Touchwood and Drury Lane. Telephone number 0121 711 4231.

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. Fixed loops are available in Kitchenware, Audio & TV and Gift List.

Sign language*
We have staff 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, Menswear, Childrenswear and Sports.

Accessible toilets
On all floors.

Public telephone at accessible height
Located on the First floor in the Nursery/Childrenswear department, near the Parents' room.

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 on the Ground floor.

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 1756

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 1756

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:

Management Office
John Lewis Solihull
Touchwood
Solihull
West Midlands B91 3RA

Telephone 0844 693 1756
Textphone 18001 + 0844 693 1756 (via Typetalk)
Fax 0121 704 7299

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