

## Welcome to John Lewis Oxford Street

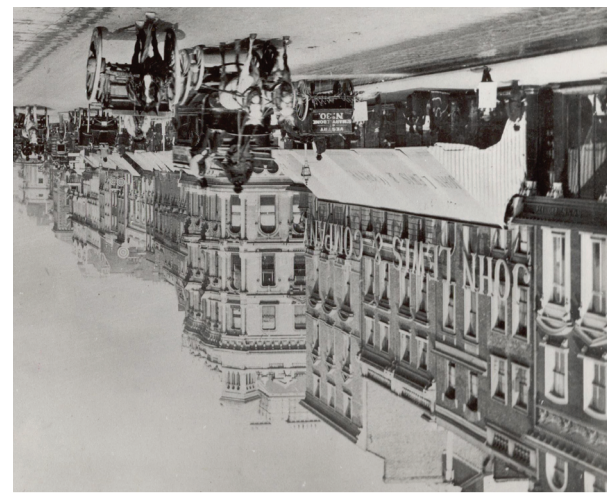
Here you'll find seven storeys, generously stocked with a well-chosen selection of the highest quality products and a wide range of expert services throughout the shop.

### A shop full of history

Back in 1864, Oxford Street was lined with tiny single shops such as booksellers and shoemakers. It was here that John Lewis leased a shop, selling ribbons and haberdashery. Over the next 20 years, as the floor space expanded so did the range of goods. But in December 1940 disaster struck when a bomb fell on the shop and it wasn't until 1954 that rebuilding began. In 1960, the new John Lewis Oxford Street opened, with the cast aluminium 'Winged Figure' by Barbara Hepworth added in 1962. In 2001, the basement, ground and first floors were refurbished, and in 2006, a massive overhaul took place, which included new escalators, eateries and a stunning new foodhall. More than 140 years after John Lewis opened his first shop, our customers are as assured of the quality and value of merchandise today as they were then.

### John Lewis Partnership

In 1929, John Lewis became a profit-sharing democracy. This means that every member of permanent staff in both our John Lewis and Waitrose stores is a Partner in the company, so we're motivated to offer you the best service every time you visit. After all, it's our business.



## Shopping at John Lewis Oxford Street



If you need this literature in an alternative format, please ask one of our Partners.

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

### Shopping hours

|                   |             |
|-------------------|-------------|
| Monday            | 9.30–8.00   |
| Tuesday           | 9.30–8.00   |
| Wednesday         | 9.30–8.00   |
| Thursday          | 9.30–9.00   |
| Friday            | 9.30–8.00   |
| Saturday          | 9.30–8.00   |
| Sunday            | 12.00–6.00  |
| (Sunday browsing) | 11.30–12.00 |

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[johnlewis.com](http://johnlewis.com)

John Lewis department stores SD53301 / 03.13



### Never Knowingly Undersold

At the heart of our business is our lifelong commitment to be Never Knowingly Undersold, on quality, price and service. While our prices are always competitive, our commitment to value goes further than that. We believe in responsibly sourcing the very best quality products and offering them at the fairest possible prices, with the highest standards of impartial advice.

### Guarantees

John Lewis guarantees are among the best on the market, and are included at no extra cost. All our TVs come with a 5-year guarantee, while all computers and tablets, DVD Players, cameras and audio include a 2-year guarantee. Our John Lewis large kitchen appliances are guaranteed for 3 years, while all other large appliances are covered for 2 years.

### Shop at your convenience

There's even more choice online, where you can shop from home, on the move (with your mobile device) and even in store at our online shopping points. We'll deliver direct to you, or you can Click & collect for free. Simply order online by 7pm and pick up from your preferred John Lewis shop or a selected Waitrose after 2pm the following day.

### Spend over £50 and delivery is free

Standard delivery is free to the UK mainland and Northern Ireland for all orders of £50 or over. We also offer express and next day delivery, as well as delivery on a specific day to suit you. Our delivery service doesn't stop at the front door; we can deliver to the room of your choice and we'll remove and take away packaging too.

### Too much to carry?

Leave your John Lewis purchases with us, then pick them up when you're ready to go. Simply drop them off at any till, either in bulk or as you shop, and we'll ensure they're ready for you to pick up at our Customer collections point when it suits you. This is accessible via Menswear, and the Florist on the Ground floor.

### John Lewis Financial Services

At John Lewis we offer our own credit card, as well as a range of competitive insurance services, from holiday to home, designed for your peace of mind. You can find out more about our insurance services at [johnlewis.com/insurance](http://johnlewis.com/insurance). If you're interested in the John Lewis credit card, simply ask one of our Partners, or go to [partnershipcard.co.uk](http://partnershipcard.co.uk)

### Toilets

Women's are located near Fashion on the First floor, Bathrooms on the Second floor, Garden furniture\*\*, Nursery furniture on the Fourth floor and The Place to Eat on the Fifth floor. Men's are near Carpets, rugs and flooring on the Second floor and The Place to Eat on the Fifth floor. There is a disabled toilet on floors one to five.

### Catering

The Place to Eat on the Fifth floor can seat 358 and serves freshly-prepared hot and cold meals, including vegetarian dishes, a children's menu, cakes and pastries. The Coffee Shop on the Fourth floor serves speciality teas, coffees, chilled beverages, cakes, pastries and light meals. Situated on the Third floor, the Brasserie offers waiter service and contemporary meals for breakfast, lunch, afternoon tea and dinner.

The Bistro, also on the Third floor serves light meals and tapas with an international inspiration, and includes waiter service.

### Facilities for disabled customers

We believe shopping in John Lewis should be easy and convenient for all customers. The Oxford Street shop has disabled toilet's on floors one to five and accessible lifts, as well as a range of other services especially for disabled customers, including hearing loops. To find out what else is available in John Lewis Oxford Street please ask one of our Partners or go to [www.johnlewis.com/oxfordstreet](http://www.johnlewis.com/oxfordstreet). You can also call us or Textphone 18001 + 0844 693 1765 (via Typetalk).

### Information point

Located on the Ground floor, our Information point can answer any questions you may have about shopping in John Lewis.

### Export and tax-free shopping

We offer complimentary services such as tax-free shopping, while our experienced export service can arrange to ship your purchases anywhere in the world. Tax-free shopping is available on purchases over £75 to customers whose domicile or habitual residence is outside the European Union (EU) and who intend to leave the UK for a non-EU destination within three months.

To find out more or to claim at VAT refund, visit the Customer services department on the Fifth floor, or email [export\\_oxford\\_street@johnlewis.com](mailto:export_oxford_street@johnlewis.com)

## Department listings

Audio/TV 5

Babywear 4

Bathroom accessories 2

Bath linens 2

Beauty G

Beds and bedroom furniture 3

Bed linens 2

Blinds and Poles 2

Cameras 5

Carpets & Flooring 5

Children's fashion 4

China and glass LG

Christmas shop\*\* 3

Clocks 2

Clothescare LG

Computers and telephones 5

Curtains 2

Cushions 2

Customer collections G

Customer services\* 5

Decorating 2

Decorative Accessories 2

Electrical appliances, large LG

Electrical appliances, small LG

Export and tax free shopping 5

Fashion accessories G

Fashion advice\* 1

Fashion fabrics 4

Fitted kitchens LG

Florist G

Foodhall LG

Furnishing fabrics 2

Furniture 3

Garden furniture\*\* 3

Gifts 2

Gift food LG

Gift List\* 5

Gift wrapping service\* 5

Haberdashery and crafts 4

Handbags G

Hats, women's 1

Home design service\* 2

Hosiery G

Jewellery G

Kitchenware LG

Kuoni Travel 5

Lighting 2

Lingerie 1

Lost property\* 5

Luggage 3

Men's fashion G

Nursery advice\* 4

Nursery furniture and prams 4

Parents' room\* 4

Picnicware LG

Pictures & Mirrors 2

Picture framing\* 2

Public telephones 1,2,3,4 & 5

Restaurants\*

The Place to Eat 5

Bistro 3

Brasserie 3

Coffee shop 4

Schoolwear 4

Shoes Children's 4

Shoes Men's G

Shoes Women's 1

Silverware LG

Sports 5

Stationery LG

Sunglasses G

Table linens LG

Toilets ♀♂1,2,3,4 & 5 ♯2 & 5

Toys and children's books 4

Watches G

Women's fashion 1

Lowerground LG

Ground G

First 1

Second 2

Third 3

Fourth 4

Fifth 5

Customer Services \*

Seasonal \*\*

## Services

### Customer support

Account enquiries 5

Customer collection G

Customer services 5

Parents' room 4 & 5

### Gift services

Gift list 5

Gift wrapping 5

Personalised stationery 5

### Restaurants

The Place to Eat 5

Bistro 3

Brasserie 3

Coffee shop 4

Toilets ♯♂1,2 & 3

## Experts on Hand

### Fashion

Beauty treatments G

Fashion advice 1

Lingerie fitting 1

### Home design and interiors

Bespoke furnishings and furniture 2

Carpets and flooring 2

Fitted bedroom furniture 2

Home design service 2

Kitchen design and fit LG

Lighting installation 2

### Nursery

Children's shoe fitting 4

Nursery advice 4

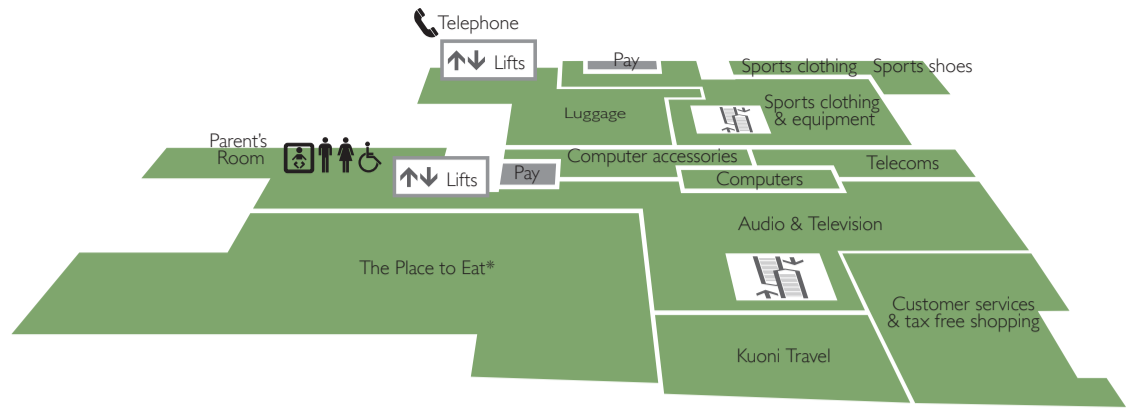
### Technical support

Appliance removal and installation LG

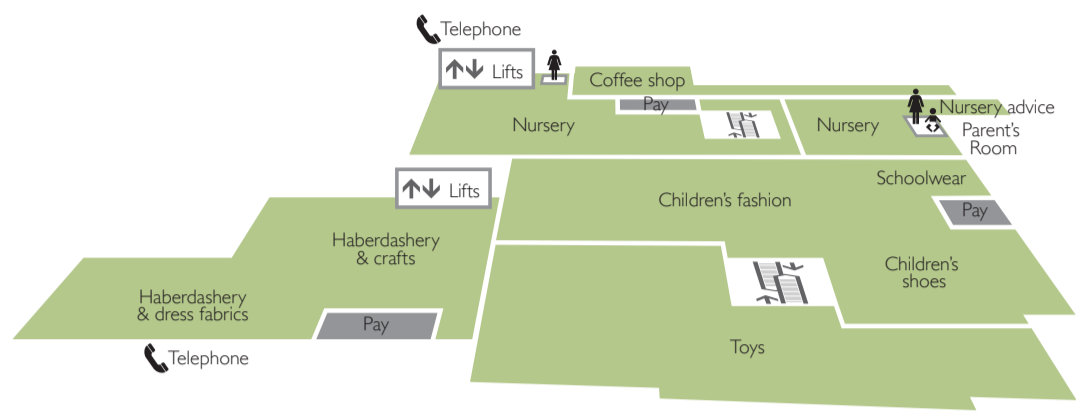
Computer support and set up 5

TV installation and set up 5

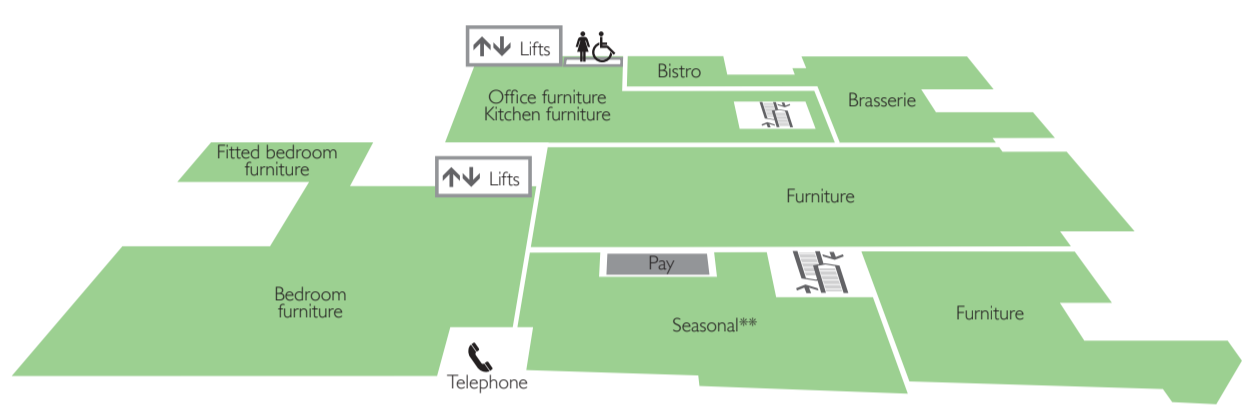
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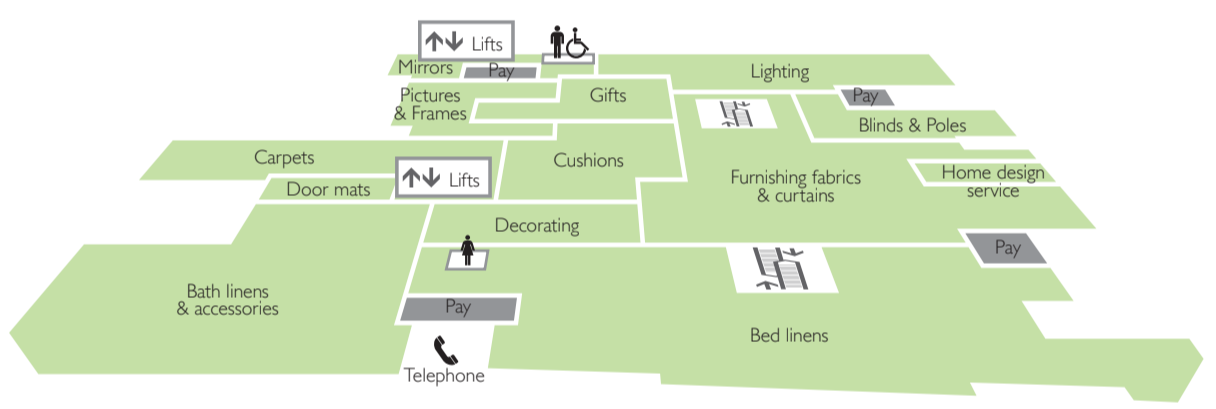
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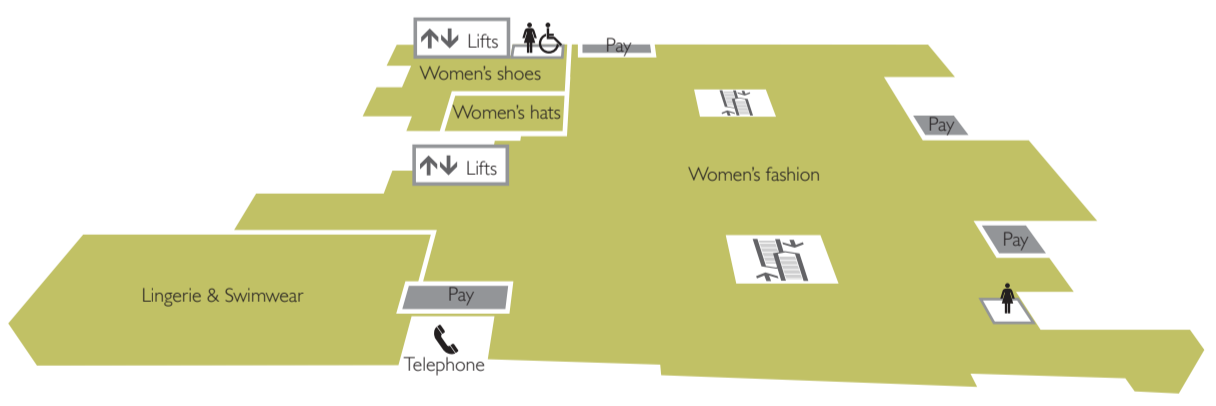
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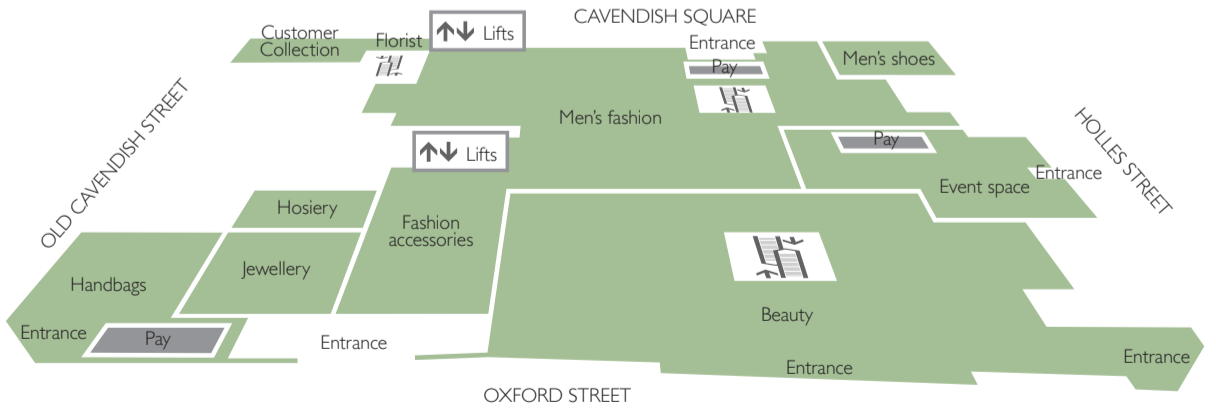
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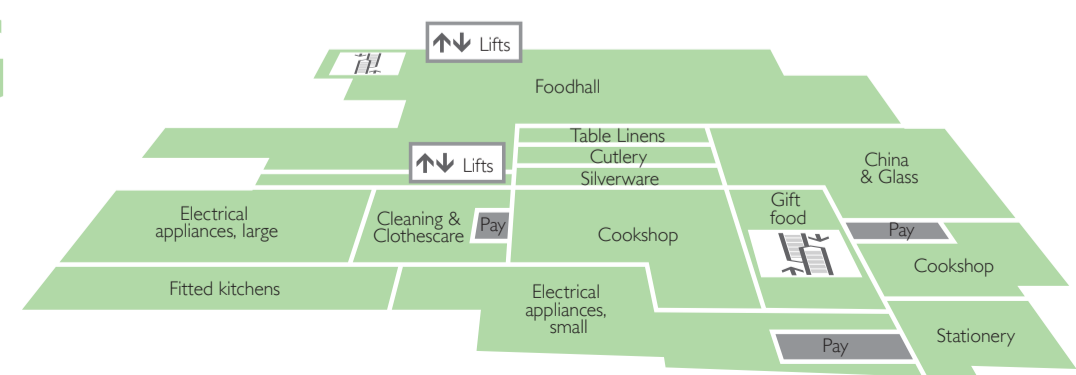
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# G



# LG



Scan this code with your smartphone to go to our mobile site