## John Lewis at home

#### Car parking

The car park has 104 spaces of which 6 are reserved for disabled parking, adjacent to the main entrance.

#### Partnership card

At John Lewis we offer our own credit card, issued by John Lewis Financial Services Limited. To find out more about the benefits, please just ask a member of staff or visit our website on www.partnershipcard.co.uk/JL Terms and Conditions apply.

#### John Lewis Insurance

We provide a range of insurance products that are designed to be with you when it matters most. For cover for your home, your car, your pet or even your holiday, you can be reassured we'll always be there for you. To see our full range of insurance products visit www.johnlewis.com/insurance

#### **Toilets**

Toilets are located on the first floor, adjacent to the lifts.

#### Catering

With seating for 73, our self service café is located on the first floor. There you can relax over a cappuccino, herbal tea or freshly squeezed orange juice, or tuck into a light snack.

#### Store plan

#### GROUND FLOOR

Audio & TV 1

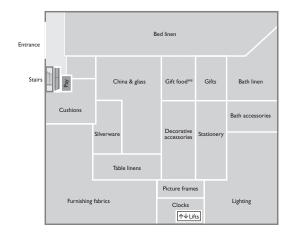
Bath Linen **G** 

Bed linen **G** 

Blinds and poles G

Bathroom accessories **G** 

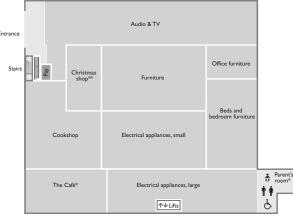
Beds and bedroom furniture 1



China & glass G
Cushions G
Curtains G
Decorative accessories G
Electrical appliances, large 1
Electrical appliances, small 1

# FLOOR

**FIRST** 



Furniture 1
Furnishing fabrics **G**Gift food **G**Haberdashery **G**Kitchenware 1
Lighting **G** 

Silverware **G**Stationery **G**Table linens **G**The Café **1**Toilets **1** 

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 – Friday 9.30 – 6.30 Saturday 9.00 – 6.30 Sunday 10.30 – 4.30 (Sunday browsing) 10.00–10.30

John Lewis at home Poole Retail Park Redlands Poole Dorset BH12 1DN

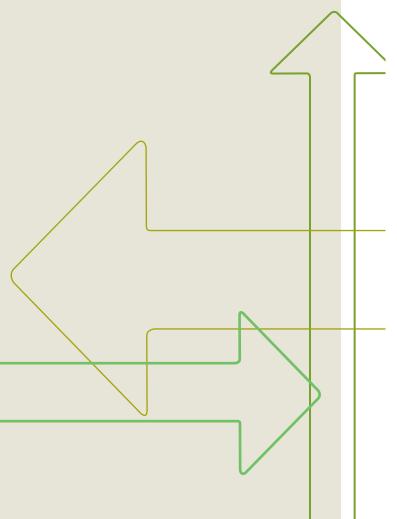
Telephone 0844 693 1753 Fax 01202 756021 jl\_poole@johnlewis.co.uk www.johnlewis.com

John Lewis department stores SD53366 / 02.13





Shopping at John Lewis at home Poole



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#### Welcome to John Lewis at home

#### Shopping at Poole

We are part of the John Lewis Partnership and, like all John Lewis department stores, John Lewis at home has three guiding principles:

To offer the widest possible choice under one roof To combine high quality with keen pricing To provide a high standard of service, with expert, helpful staff and a whole range of additional benefits and facilities.

#### About the John Lewis Partnership

There are John Lewis department stores throughout the UK from Aberdeen to Southampton – our first opened in Oxford Street in 1864. In 1929, the company became a profit-sharing democracy; every permanent member of staff is a Partner, benefiting from the success of the business. The Partnership also includes Waitrose food shops.

#### The widest possible choice

John Lewis at home is the first of a new concept store for the Partnership selling our home assortment, (except for floor coverings and fitted kitchens), plus our electrical and home technology assortment. From furniture to mobile phones, lighting to electricals, there's always a wide range to choose from, to suit most pockets.

#### 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.

#### Easier shopping for disabled customers

#### Making shopping easier

We aim to make shopping 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. At John Lewis at home in Poole we offer the following:

#### Accessible parking

There are 10 spaces available for disabled customers adjacent to the entrance.

#### Shopmobility

Telephone 0844 693 1753

#### Hearing loops

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

#### Sign language\*

Some of our staff can use and understand sign language. Please call us by Typetalk/Text Direct to check if there's anyone available to meet and assist you.

#### Accessible toilets

On the 1st floor, adjacent to the lift.

#### Wide access lifts

Available with access for both floors.

#### Help with shopping

lust ask any of our staff if you need assistance.

#### Telephone shopping

Typetalk/Text Direct is available. Please ring John Lewis Poole on 0844 693 1753.

To double-check whether the services marked \* are available please just call 0844 693 1753. The number is Typetalk/Text Direct-enabled if you add the prefix 18001+.

We always welcome your comments, so please do let us know if you've any questions or suggestions. For help or more information, please ask any member of staff, or contact:

Customer Services Manager John Lewis at home Poole Retail Park Redlands Poole Dorset BH12 1DN

jl\_poole@johnlewis.co.uk www.johnlewis.com/poole

#### Large print or audio tape

Please ask our staff if you need literature in alternative formats and we will do our best to provide it.

### Getting your purchases home

#### Deliveries

If you prefer not to carry your shopping home with you, why not use our delivery service? We can deliver to your home or office on a date to suit you. When you spend over £50 we'll deliver for free. Spend less and standard delivery costs just £3. We'll deliver to the room of your choice, and remove any unwanted packaging for us to recycle responsibly.

To find out more details or to book a delivery, specifying whether you prefer morning or afternoon, simply ask us today.

#### Order enquiries

Please call John Lewis Poole on 0844 693 1753 if you'd like to know how your order is progressing. You may need to ask for the relevant department.

#### Postal service

We can also post your shopping, if you prefer, to be with you in about five working days.

#### Shopping online

To shop when it suits you, 24 hours a day, with expert buying guides and delivery direct to your door, go to johnlewis.com.

#### If you prefer, we can deliver to store for collection

– it's a brilliant way to make sure you get what you want, when you want it. Simply buy online then collect from your chosen John Lewis the next day, or whenever it suits you during the following week.

Our deliver to store for collection service is available on a wide range of products from laptops to lightbulbs, teapots to trainsets, wii consoles to woks. To find out more, look online or ask us today.

#### Your receipt

A copy of your receipt will always be included in your delivery. If you prefer us to post it to you separately, iust ask.

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