

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 on the ground floor from Audio and TV.

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 [www.johnlewis.com/insurance](http://www.johnlewis.com/insurance). If you're interested in the John Lewis credit card, simple ask one of our Partners, or go to [www.partnershipcard.co.uk](http://www.partnershipcard.co.uk)

Car parking

The Westfield Stratford City shopping centre car park provides 5,000 parking spaces. Carpark A is located directly next to John Lewis.

Toilets

These are located in Lingerie on the First floor, near Pictures and mirrors on the Second floor and Babywear on the Third floor.

Catering

The Place to Eat on the Third floor serves freshly-prepared hot and cold meals, including vegetarian dishes, a children's menu, homemade cakes and pastries.

Facilities for disabled customers

We believe shopping in John Lewis should be easy and convenient for all customers. Every shop has accessible toilets and lifts, as well as a range of other services especially for disabled customers. To find out what's available in John Lewis Stratford please ask one of our Partners or go to [www.johnlewis.com/stratford](http://www.johnlewis.com/stratford). You can also call us or Textphone 18001 + 020 8532 3500 (via Typetalk).

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

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

Shopping hours

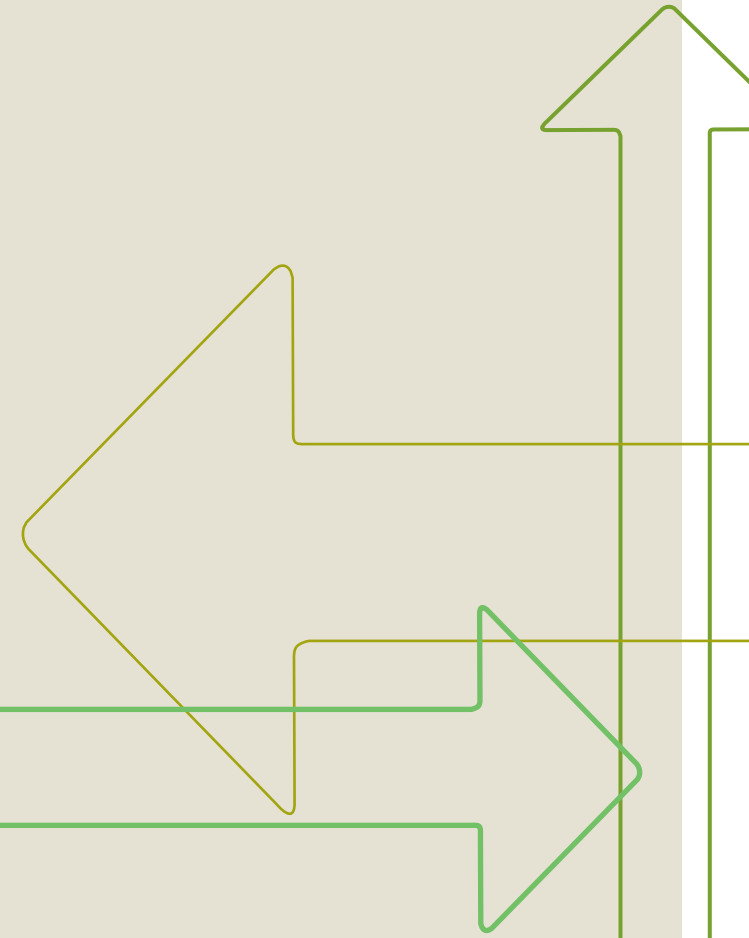
|                   |             |
|-------------------|-------------|
| Monday            | 10.00–8.00  |
| Tuesday           | 10.00–8.00  |
| Wednesday         | 10.00–8.00  |
| Thursday          | 10.00–8.00  |
| Friday            | 10.00–8.00  |
| Saturday          | 9.00–8.00   |
| Sunday            | 12.00–6.00  |
| (Sunday browsing) | 11.30–12.00 |

John Lewis  
101 The Arcade, Westfield  
Stratford City  
Montfichet Road  
London E20 1EL  
Telephone 020 8532 3500  
Fax 020 8532 3598  
[jl\\_Stratford@johnlewis.co.uk](mailto:jl_Stratford@johnlewis.co.uk)  
[johnlewis.com/stratford](http://johnlewis.com/stratford)

John Lewis department stores SD53381 / 04.14



Shopping at John Lewis Stratford



Welcome to John Lewis Stratford

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

The John Lewis Partnership

John Lewis is a partnership. 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.

The John Lewis commitment to you

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 other technology and electrical lighting includes a 2-year guarantee. Our John Lewis home appliances are guaranteed for 3 years, while all other electrical appliances, large or small, 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.

Department listings

Account enquires **1**  
Audio and TV **G**  
Babywear **3**  
Bags **1**  
Bathroom accessories **2**  
Bath linens **2**  
Beauty **1**  
Beauty rooms **1**  
Bed linens **2**  
Beds and bedroom furniture **2**  
Blinds and poles **2**

Carpets and flooring **2**  
Children's fashion **3**  
China and glass **G**  
Christmas shop\* **2**  
Clocks **2**  
Clothescare **G**  
Customer collections **G**  
Cushions **2**  
Cutlery **G**

Decorating **2**  
Decorative accessories **G**

Electrical appliances, large **G**  
Electrical appliances, small **G**

Fashions **1**  
Fashion accessories **1**  
Fashion advice **1**  
Fashion fabrics **3**  
Fitted kitchens **G**  
Furnishing advice **2**  
Furnishing fabrics **2**  
Furniture **2**

Garden furniture\* **2**  
Gift List **1**  
Gifts and gift food **G**  
Gift wrap **1**

Haberdashery **3**  
Kitchen advice **G**  
Kitchenware **G**  
Lighting **2**  
Lingerie **1**  
Men's fashion **G**  
Nursery **3**  
Parent's room **3** ♀  
Pictures and mirrors **2**

Restaurants  
The Place to Eat **3**

Rugs **2**  
Schoolwear **3**  
Shoes, children's **3**  
Shoes, men's **G**  
Shoes, women's **1**  
Silverware **G**  
Sports **3**  
Stationery **G**

Table linens **G**  
Technical support **G**  
Toilets ♀♂1,2&3

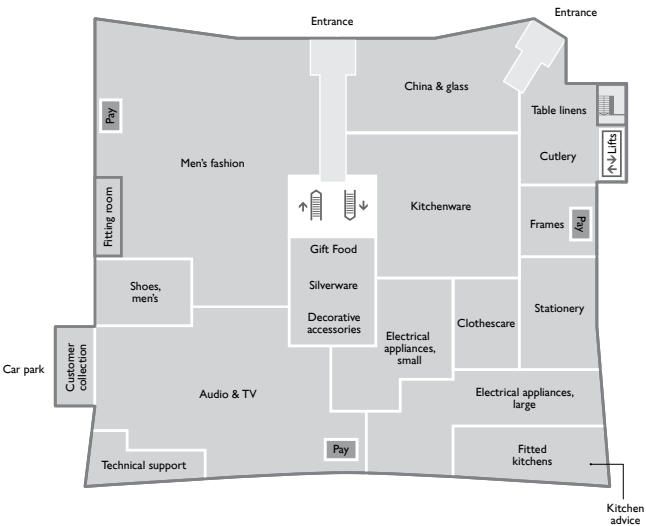
Toys **3**  
Travel **3**

Viewing gallery **3**

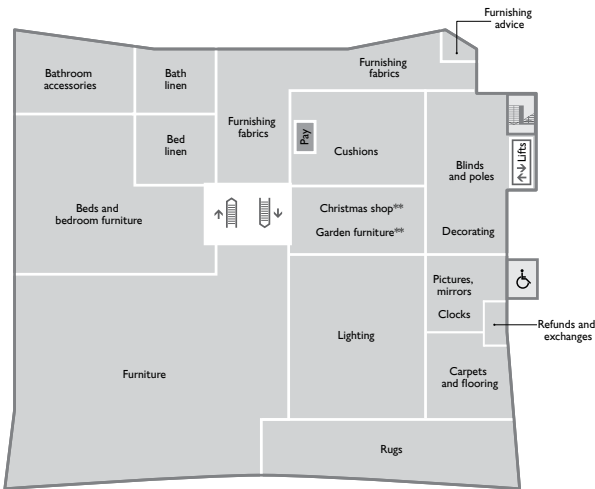
Watches and Jewellery **1**

|                       |
|-----------------------|
| Ground floor <b>G</b> |
| First floor <b>1</b>  |
| Second floor <b>2</b> |
| Third floor <b>3</b>  |
| Seasonal *            |

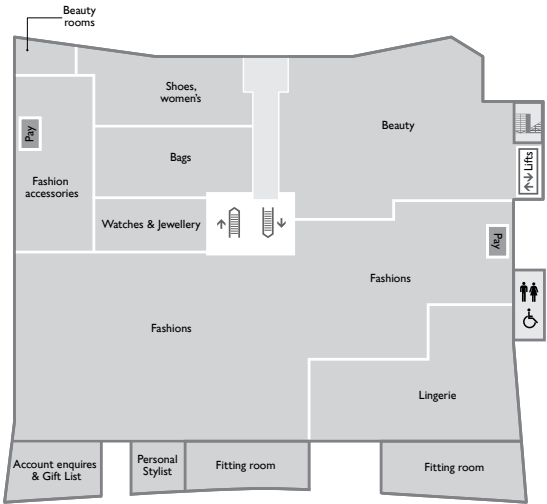
GROUND FLOOR



SECOND FLOOR



FIRST FLOOR



THIRD FLOOR



Services

**Customer support**  
Account enquiries **1**  
Customer collection **G**  
Customer services **1**  
Parent's room **3** ♀  
Refunds and exchanges **2**  
Toilets ♀♂1,2&3

**Gift services**  
Gift list **1**  
Gift wrapping **1**  
Personalised stationery **1**

**Restaurants**  
The Place to Eat **3**

Experts on Hand

**Fashion**  
Beauty treatments **1**  
Lingerie fitting **1**  
Personal Stylist **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 **G**  
Lighting installation **2**

**Nursery**  
Children shoe fitting **3**  
Nursery advice **3**

**Technical support**  
Appliance removal and installation **G**  
Computer support and set up **G**  
TV installation and set up **G**