Car parking
The car park has 159 spaces of which 9 are reserved for disabled parking and 9 are parent and child, 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

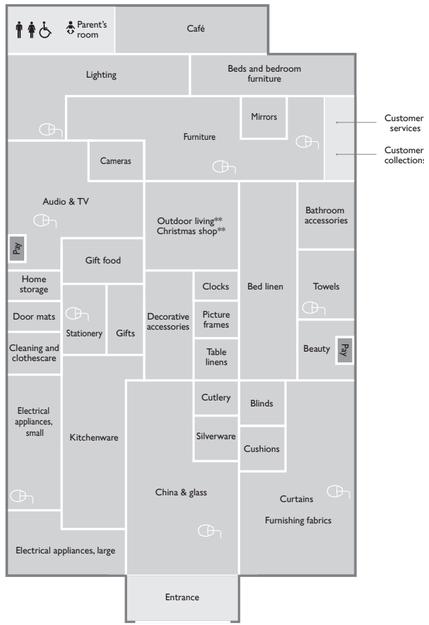
Toilets
Toilets are located on the Ground floor, adjacent to the café.

Catering
With seating for 74, our self service café is located on the Ground floor. There you can relax over a cappuccino, herbal tea or fresh orange juice, or tuck into a light snack.

Store plan

Audio & TV
Bathroom accessories
Beauty
Bed linen
Beds and bedroom furniture
Blinds
Café
Cameras
Computers and telephones
China & glass
Christmas shop**
Cleaning and clothescare
Clocks
Cushions
Curtains
Customer services
Customer collections
Cutlery
Decorative accessories
Door mats
Electrical appliances, large
Electrical appliances, small
Furniture
Furnishing fabrics
Gift food
Gifts
Home storage
Kitchenware
Lighting
Mirrors
Outdoor Living**
Picture frames
Silverware
Stationery
Table linen
Toilets
Towels

Online shopping point
Seasonal **



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 9.00 – 8.00
Saturday 9.00 – 7.00
Sunday 11.00 – 5.00
(Sunday browsing) 10.30 – 11.00

John Lewis at home
Unit 8 Kingstanding Business Park
Tunbridge Wells,
Kent TN2 3UP

Telephone 0844 693 1762
Fax 01892 506 841
jl_tunbridge_wells@johnlewis.co.uk
johnlewis.com

John Lewis department stores SD53357 / 02.13

John Lewis
in store|online|mobile

Shopping at John Lewis at home Tunbridge Wells

Welcome to John Lewis at home

Shopping at Tunbridge Wells
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 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 Tunbridge Wells we offer the following:

Accessible parking
There are 9 spaces avaialble for disabled customers adjacent to the entrance.

Hearing loops
Hearing (induction) loops are fitted on all till points. 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 Ground floor, adjacent to the Café.

Help with shopping
Just ask any of our staff if you need assistance.

Telephone shopping
Typetalk/Text Direct is available. Please ring John Lewis Tunbridge Wells on 0844 693 1762.

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:

John Lewis Tunbridge Wells
Unit 8 Kingstanding Business Park
Tunbridge Wells,
TN2 3UP

jl_Tunbridge Wells@johnlewis.co.uk
www.johnlewis.com/tunbridgewells

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, simply ask us today.

Customer collections
Why not take advantage of our Customer collection service? Simply ask for the service when paying for your goods and we will look after your purchases for you. When you are ready to collect them, go to the Customer collection point adjacent to the Furniture department.

Order enquiries
Please call John Lewis Tunbridge Wells on 0844 693 1762 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.

Click and collect
Can't wait for delivery? Why not try our Click and collect service? Simply place and pay for your order online by 7pm today, and we'll deliver it to your chosen shop for you to collect from Customer collections after 2pm tomorrow. This service is available from all John Lewis shops.

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

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