

Services

Customer services

Customer collections **G**
 Partnership card **G**
 Tax free shopping **G**

Parents' room **1**
 Toilets **1**

Restaurants

Café **1**

Home design and interiors

Window furnishings:
 Bespoke shutters
 Blinds
 Ready-made
 7-day and bespoke services
 Curtains
 Ready-made
 7-day and bespoke services

Upholstery and furniture

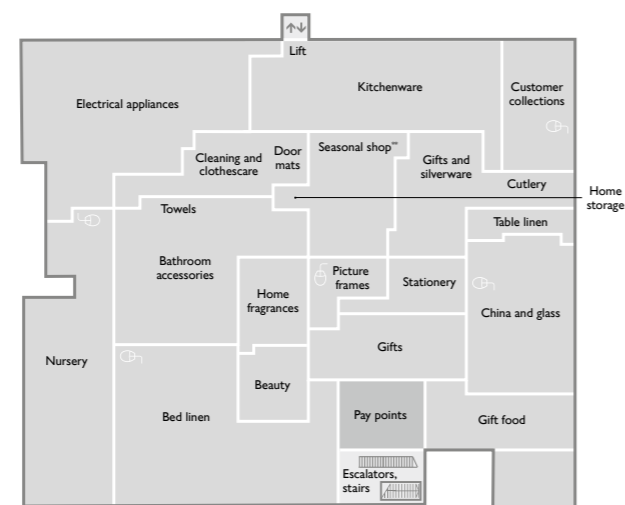
Bespoke re-upholstered
 Customised sofas and chairs
 Customised dining chairs and tables

Technical support and Installations

After-sales support
 Disposal and recycling
 Extended warranties
 Home appliance installation
 Technical services
 Technical support

Store plan

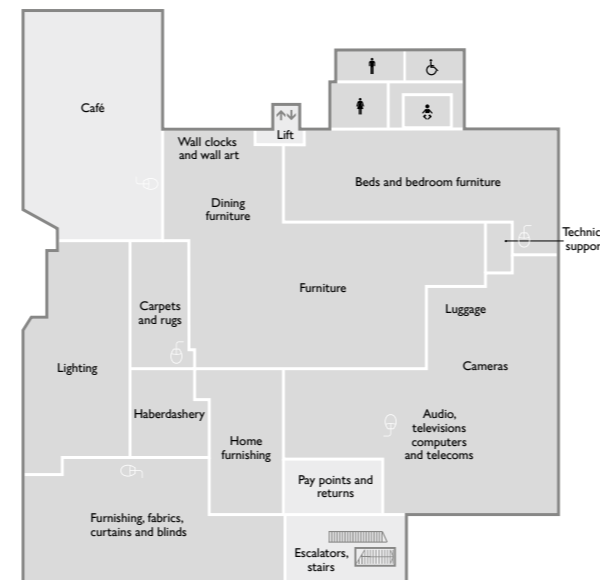
GROUND FLOOR



Audio and televisions **1**
 Bathroom accessories **G**
 Beauty **G**
 Bed linen **G**
 Beds and bedroom furniture **1**
 Blinds **1**
 Cameras **1**
 Carpets and rugs **1**
 China and glass **G**
 Cleaning and clothescare **G**
 Clocks **G**

Computers and telecoms **1**
 Cutlery **G**
 Decorative accessories **G**
 Door mats **G**
 Electrical appliances **G**
 Furniture **1**
 Garden furniture** **G**
 Gifts **G**
 Gift food **G**
 Haberdashery **1**
 Home fragrances **G**

FIRST FLOOR



Home furnishings **1**
 Home storage **G**
 Kitchenware **G**
 Lighting **1**
 Luggage **1**
 Mirrors **1**
 Nursery **G**
 Picture frames **G**
 Seasonal shop** **G**
 Silverware **G**
 Stationery **G**

Table linen **G**
 Towels **G**
 Wall clocks and wall art **1**
 Wallpaper **1**

Online shopping point **1**
 **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 9.00am – 8.00pm
 Saturday 9.00am – 7.00pm
 Sunday 11.00am – 5.00pm
 (Sunday browsing) 10.30am – 11.00am

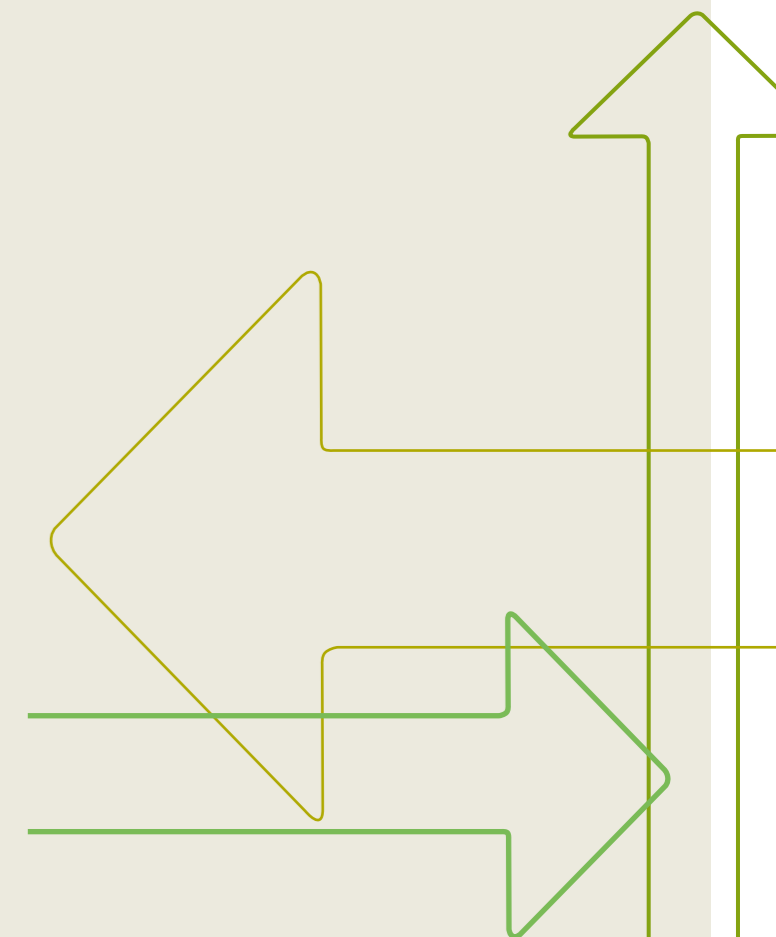
John Lewis at home Ashford
 Fougères Way
 Ashford
 Kent
 TN25 4DT

Telephone 01224 625 000
 Fax 01233 811 027
JL_ashford@johnlewis.co.uk
johnlewis.com/ashford

John Lewis department stores SD53384 / 06.15



Shopping at John Lewis at home Ashford



Welcome to John Lewis Ashford

John Lewis at home is a smaller format shop which complements our department stores. Inside John Lewis at home Ashford, you'll find our home assortment, along with electrical, home technology, travel and some of our nursery and beauty assortment. Every product has been chosen to offer you the highest quality, in addition to a range of services designed to make shopping with us even easier.

The John Lewis Partnership

John Lewis is a partnership. Every member of permanent staff in John Lewis 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 service.

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.

Click & collect

Our Click & collect service is free when you spend £30 and over, and costs £2 when you spend less. Simply order online before 8pm and collect after 2pm the next day from a John Lewis or selected Waitrose shop.

Deliveries

Standard delivery is free for all orders of £50 and over, and costs £3.50 when you spend less. 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 any unwanted packaging and recycle responsibly.

Customer collections

Why not drop off your shopping as you go then pick it up when you're ready to leave, from Customer collections. This can be found on the second floor by Silverware. We offer a carry-to-car service.

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. If you're interested in the John Lewis credit card, simply ask one of our Partners, or go to partnershipcard.co.uk

Car parking

We have ample free customer parking, including dedicated accessible, child and parent, customer collect and motor cycle bays. Covered cycle racks are also available.

Toilets

Toilets are located on the first floor adjacent to Bedroom furniture and the customer lift.

Catering

With seating for 92, the Café is located on the first floor. There you can relax over a cappuccino, herbal tea or fresh orange juice, or enjoy a light snack.

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 at home Ashford, please ask one of our Partners or go to johnlewis.com/ashford. You can also call us or Textphone 01224 625 000 (via Typetalk).