

Services

Customer services

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

Parent's room **1**

Toilets **1**

Gift services

Gift List **G**

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

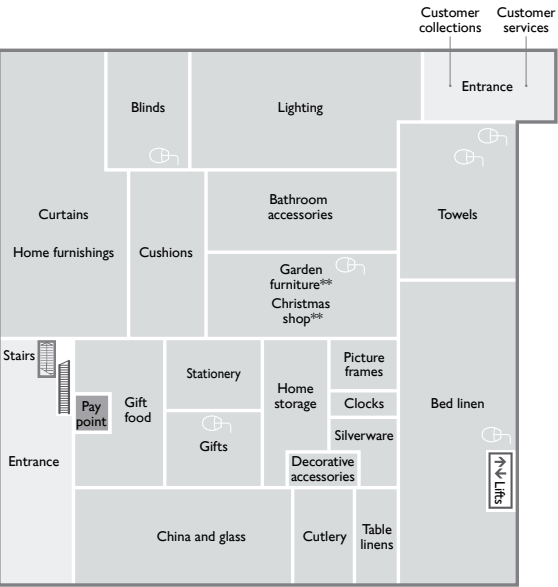
Extended warranties

Home appliance installation

Technical support

Store plan

GROUND FLOOR



Audio **1**

Bathroom accessories **G**

Bed linen **G**

Beds and bedroom furniture **1**

Blinds **G**

Cameras **1**

China and glass **G**

Christmas shop\*\* **G**

Cleaning and clothescare **1**

Clocks **G**

Computers **1**

Cushions **G**

Curtains **G**

Cutlery **G**

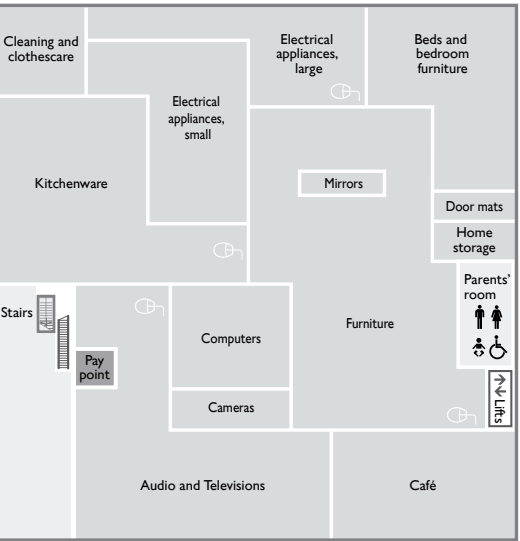
Decorative accessories **G**

Door mats **1**

Electrical appliances

Furniture **1**

FIRST FLOOR



Garden furniture\*\* **G**

Gifts **G**

Gift food **G**

Home furnishings **G**

Home storage **G, 1**

Kitchenware **1**

Lighting **G**

Mirrors **1**

Picture frames **G**

Silverware **G**

Stationery **G**

Table linen **G**

Televisions **1**

Telecoms **1**

Towels **G**

Online shopping point **G**  
\*\*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](http://johnlewis.com)

Shopping hours

Monday – Saturday 9.00 – 7.00

Sunday 11.00 – 5.00

(Sunday browsing) 10.30–11.00

John Lewis at home  
Unit 3  
Greyhound Retail Park  
Chester  
CH1 4QQ

Telephone 01244 393 880  
Fax 01244 393 899  
[jl\\_chester@johnlewis.co.uk](mailto:jl_chester@johnlewis.co.uk)  
[johnlewis.com](http://johnlewis.com)

John Lewis department stores SD53364 / 06.15

Shopping at John Lewis at home Chester

Welcome to John Lewis at home

Shopping at Chester

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.

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 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 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.

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 Chester we offer the following:

Accessible parking

There are 12 spaces available 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 first floor adjacent to large electrical and furniture.

Help with shopping

Just ask any of our staff if you need assistance.

Telephone shopping

Typetalk/Text Direct is available. Please ring John Lewis Chester on 01244 393 880.

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 Chester  
Unit 3  
Greyhound Retail Park  
Chester  
CH1 4QQ

jl\_chester@johnlewis.co.uk  
johnlewis.com/chester

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

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 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 Lighting department.

Order enquiries

Please call John Lewis Chester on 01244 393 880 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 & 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.

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.

Car parking

The car park has 204 spaces of which 12 are reserved for disabled parking and 10 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 [partnershipcard.co.uk/JL](http://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 [johnlewis.com/insurance](http://johnlewis.com/insurance)

Toilets

Toilets are located on first floor adjacent to furniture.

Catering

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