



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 Partnership

Back in 1864, Oxford Street was lined with tiny, single, independent shops such as booksellers and shoemakers. It was here that John Lewis leased a shop, selling ribbons, silks and haberdashery. Over the next 20 years, as the floor space expanded so did the range of goods. But in December 1940 disaster struck when a bomb fell on the shop and a large proportion fell to the ground. It wasn't until 1954 that rebuilding began. In 1960, the new John Lewis Oxford Street opened, with an iconic cast aluminium 'Winged Figure' by Barbara Hepworth added in 1962. In 2001, the lower ground, ground and first floors were refurbished, and in 2006, a huge refurbishment took place, which included new escalators, eateries and a stunning new foodhall. More than 150 years after John Lewis opened his first shop, our customers are as assured of the quality and value of merchandise today as they were then.

A shop full of history

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

Welcome to John Lewis Oxford Street

John Lewis

Shopping at John Lewis Oxford Street



If you need this literature in an alternative format, please ask one of our Partners.

You can find this information and lots more online at johnlewis.com

Shopping hours

Monday	9.30–8.00
Tuesday	9.30–8.00
Wednesday	9.30–8.00
Thursday	9.30–9.00
Friday	9.30–8.00
Saturday	9.30–8.00
Sunday	12.00–6.00
(Sunday browsing)	11.30–12.00

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London W1C 1DX
Telephone 020 7629 7711
Fax 020 3073 0699
jl_oxford_street@johnlewis.co.uk
johnlewis.com

John Lewis department stores SD53301 / 06.15



John Lewis
in store | online | mobile

Leave your John Lewis purchases with us, then pick them up when you're ready to go. Simply drop off your bags at boxes 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.

Too much to carry?

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.

Deliveries

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.

Click & collect

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.

Guantees

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.

Never Knowingly Undersold

The Place to Eat on the fifth floor can seat 358 and serves freshly prepared hot and cold meals, including vegetarian dishes, a children's menu, cakes and pastries. The Coffee Shop on the fourth floor serves speciality teas, coffees, chilled beverages, cakes, pastries and light meals. Situated on the third floor, Rossopomodoro serves authentic Neapolitan pizza and pasta made from ingredients sourced from Naples, while Holy Burger sells a range of gourmet hamburgers made from Piedmont beef, as well as salads and desserts.

Catering

Women's are located near Fashion on the first floor, Bath Linens on the second floor, Garden Furniture on the third floor**, Nursery Furniture on the fourth floor and The Place to Eat on the fifth floor. Men's are near Lighting on the second floor and The Place to Eat on the fifth floor. There is a disabled toilet on floors three to five.

Toilets

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

John Lewis Financial Services

Facilities for disabled customers

We believe shopping in John Lewis should be easy and convenient for all customers. The Oxford Street shop has disabled toilets on floors three to five and accessible lifts, as well as a range of other services especially for disabled customers, including hearing loops. To find out what else is available in John Lewis Oxford Street please ask one of our Partners or go to johnlewis.com/oxfordstreet. You can also call us or Textphone 18001 + 020 7629 7711 (via Typetalk).

Information point

Located on the ground floor, Partners at our Information point can answer any questions you may have about shopping in John Lewis.

Export and tax-free shopping

We offer complimentary services such as tax-free shopping, while our experienced export service can arrange to ship your purchases anywhere in the world. Tax-free shopping is available on purchases over £75 to customers whose domicile or habitual residence is outside the European Union (EU) and who intend to leave the UK for a non-EU destination within three months.

To find out more or to claim at VAT refund, visit the Customer Services department on the fifth floor, or email export_oxford_street@johnlewis.com

Other services

We have a range of expert services to help you get the most out of shopping with us, from fashion advice to home design, as well as our Gift List which is suitable for any occasion.

Department listings

Audio and TV 5	Jewellery G
Babywear 4	Kitchenware LG
Bathroom accessories 2	Kuoni Travel 5
Bath linens 2	Lighting 2
Beauty G	Lingerie 1
Beds and bedroom furniture 3	Lost property* 5
Bed linens 2	Luggage 5
Blinds and poles 2	Men's fashion G
Candle shop G	Nursery advice* 4
Cameras 5	Nursery furniture and prams 4
Carpets and flooring 2	Parents' room* 4
Children's fashion 4	Picnicware LG
China and glass LG	Pictures and mirrors 2
Christmas shop** 3	Picture framing* 2
Clocks 2	Public telephones 1,2,3,4&5
Clothescare LG	Restaurants
Computers and telephones 5	Coffee shop 4
Curtains 2	Ham Holy Burger 3
Cushions 2	Rossopomodoro 3
Customer collections G	The Place to Eat 5
Customer services 5	Schoolwear 4
Decorating 2	Shoes, children's 4
Decorative accessories 2	Shoes, men's G
Electrical appliances, large LG	Shoes, women's 1
Electrical appliances, small LG	Silverware LG
Export and tax free shopping 5	Sports 5
Fashion accessories G	Stationery LG
Fashion advice* 1	Sunglasses G
Fashion fabrics 4	Table linens LG
Fitted bathrooms 3	Toilets 1,2,3,4&5 2&5
Fitted kitchens 3	3,4,5
Florist G	Toys and children's books 4
Foodhall LG	Watches G
Furnishing fabrics 2	Women's fashion 1
Furniture 3	Lower ground LG
Garden furniture** 3	Ground G
Gifts LG	First 1
Gift food LG	Second 2
Gift List* 5	Third 3
Gift wrapping service* 5	Fourth 4
Haberdashery and crafts 4	Fifth 5
Handbags G	*Customer services
Hats, women's 1	**Seasonal
Home design service* 2	
Hosiery G	

Services

- Customer support**
After sales support
– Electrical appliances LG
Account enquiries 5
Customer collection G
Customer services 5
Parents' and baby room 4
Toilets 1,2,3,4&5 2&5
3,4,5
- Gift services**
Gift List 5
Gift wrapping 5
Personalised stationery 5
- Restaurants**
Rossopomodoro 3
Ham Holy Burger 3
The Place to Eat 5
Coffee Shop 4

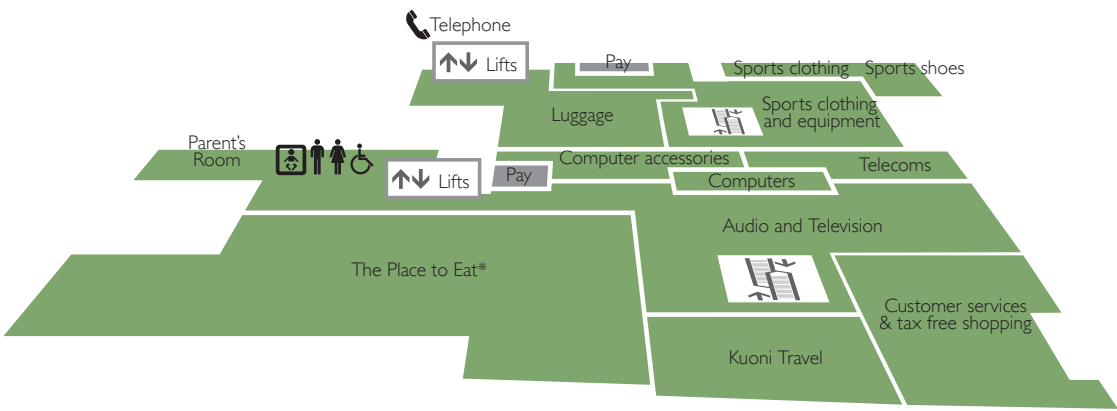
Experts on Hand

- Fashion**
Beauty treatments G
Fashion advice 1
Lingerie fitting 1
- Home design and interiors**
Bespoke furnishings and furniture 2
Carpets and flooring 2
Fitted bathrooms 3
Fitted bedroom furniture 3
Home design service 2
Kitchen design and fit 3
Lighting installation 2
- Nursery**
Children's shoe fitting 4
Nursery advice 4
- Technical support**
Appliance removal and installation LG
Computer support and set up 5
TV installation and set up 5

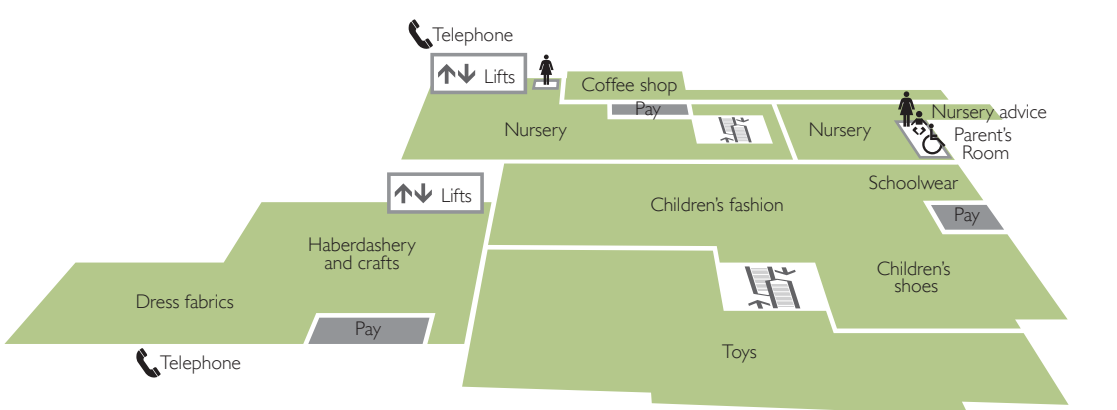


Scan this code with your smartphone to go to our mobile site

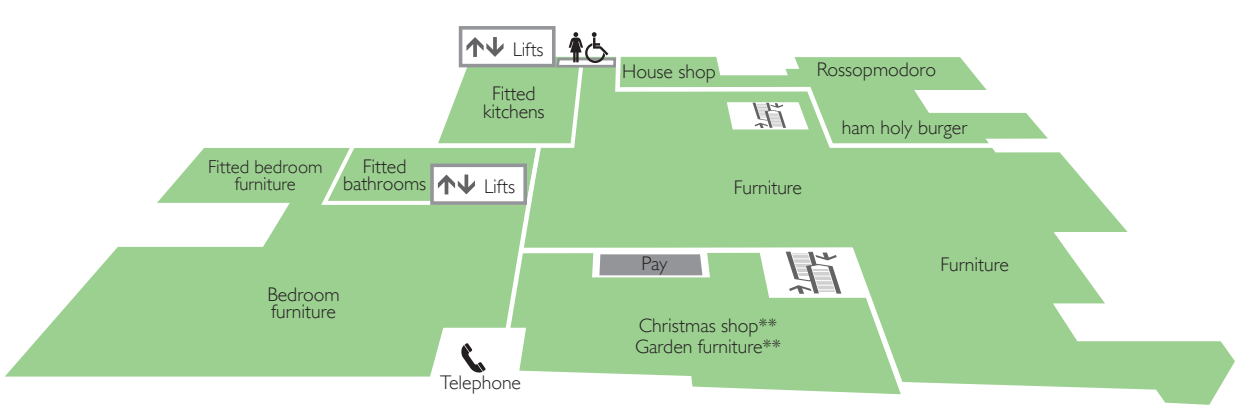
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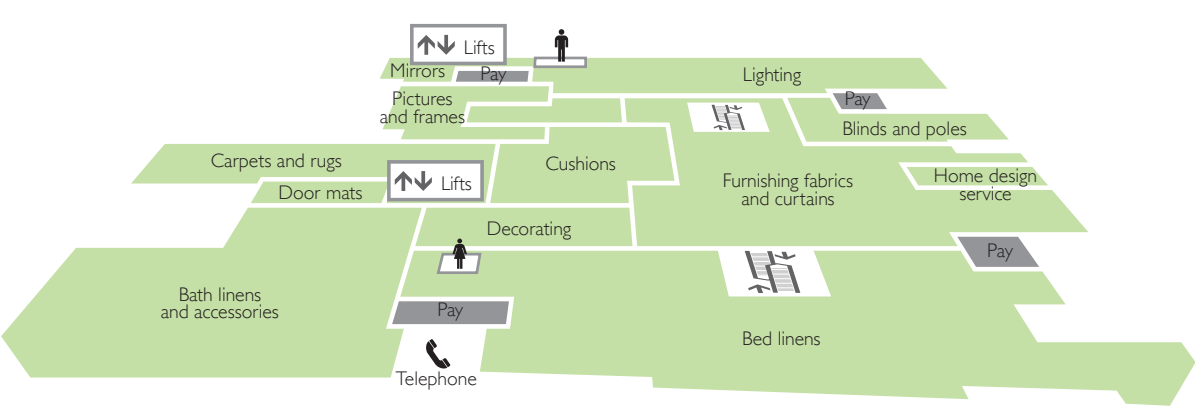
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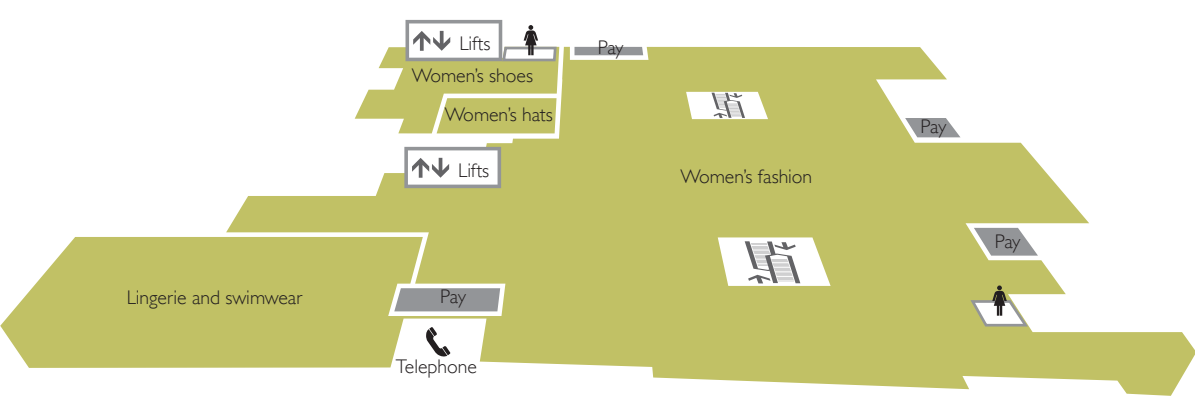
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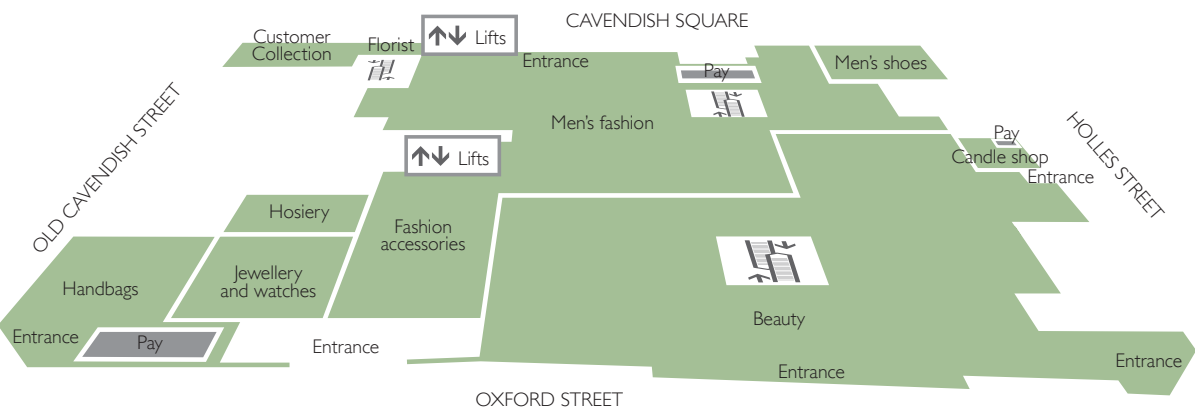
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G



LG

