

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 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 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

The Westfield Stratford City shopping centre car park provides 5,000 parking spaces. Car park 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 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

Shopping hours

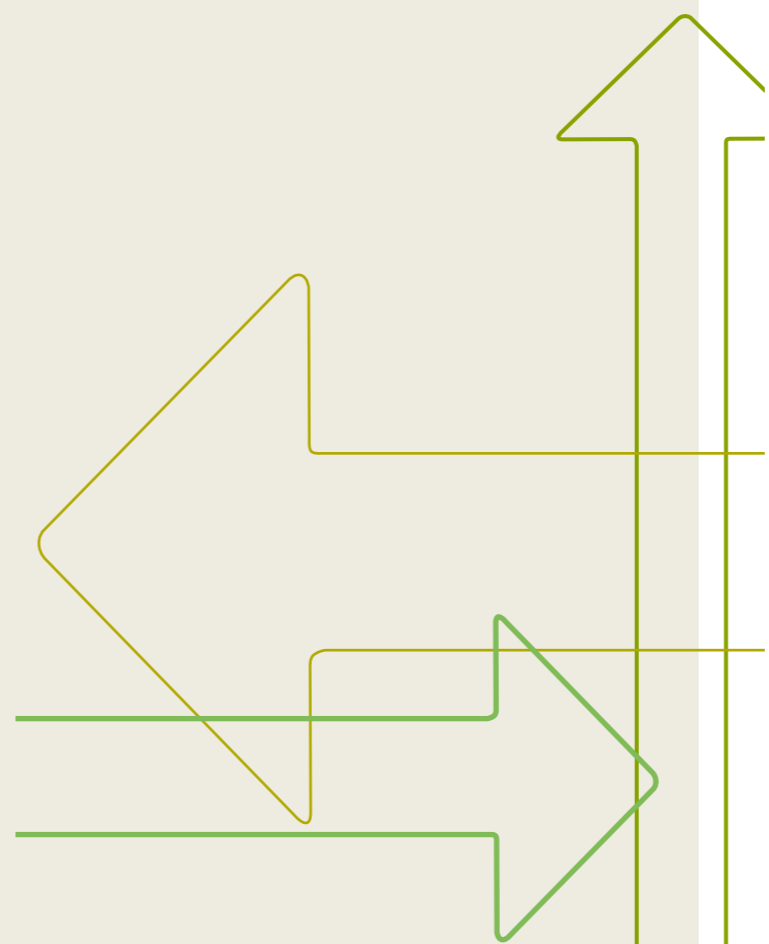
Monday	10.00–8.00
Tuesday	10.00–8.00
Wednesday	10.00–8.00
Thursday	10.00–8.00
Friday	10.00–8.00
Saturday	9.00–8.00
Sunday	12.00–6.00
(Sunday browsing)	11.30–12.00

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
johnlewis.com/stratford

John Lewis department stores SD53381 / 06.15

John Lewis

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.

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.

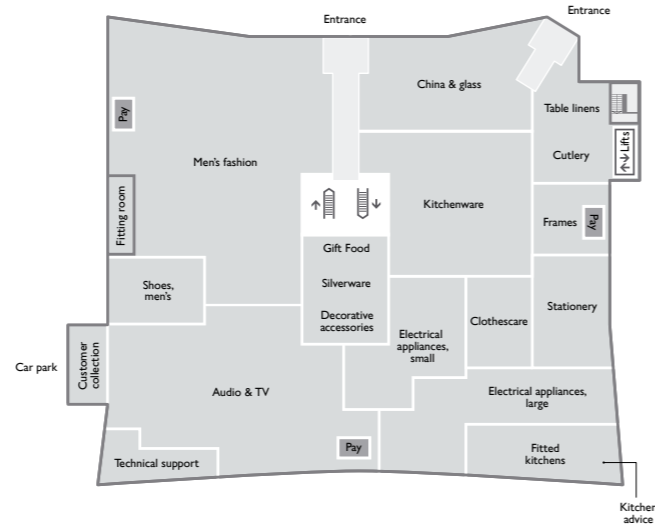
John Lewis
in store | online | mobile

Department listings

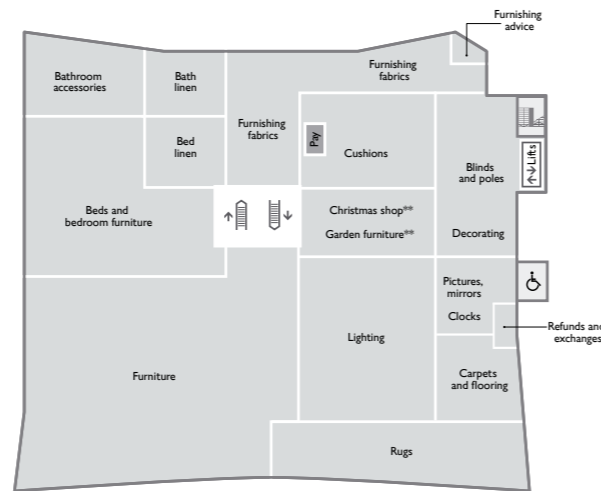
- Account enquires 1
- Audio and TV **G**
- Babywear 3
- Bags 1
- Bathroom accessories 2
- Bath linens 2
- Beauty 1
- Beauty rooms 1
- Bed linens 2
- Beds and bedroom furniture 2
- Blinds and poles 2
- Carpets and flooring 2
- Children's fashion 3
- China and glass **G**
- Christmas shop* 2
- Clocks 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
- Opticians 1
- 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 G
First floor 1
Second floor 2
Third floor 3
*Seasonal

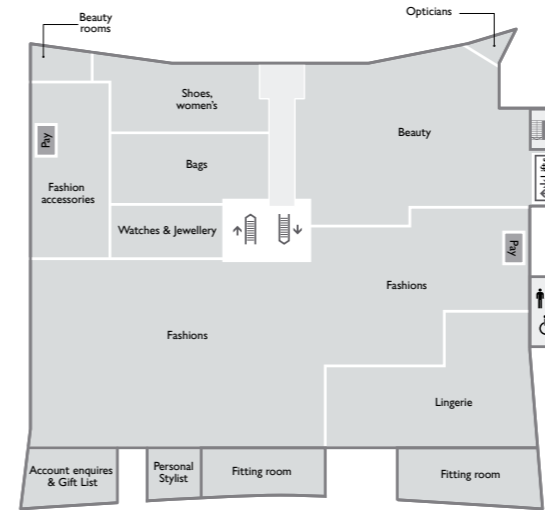
GROUND FLOOR



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**