

John Lewis

Need help getting ready for your baby?

Helping you prepare for your
new arrival and baby's first year



Experts on Hand

With you every little step of the way

Whether you've got a new baby on the way, or your little one is about to enter a new stage in the first year's amazing development journey, our nursery Partners are here to help you find everything you need. We'll answer any questions you have, and always give impartial, expert advice that suits your lifestyle and budget.

We offer two services, and both are free.

Service 1

Getting ready for baby

Ideal if this is your first baby, or if you've had a gap and would like to know what's changed.

We understand there's a lot to take in and many choices to make, so we always try to keep things simple and practical.

During your consultation, your nursery Partner will get to know your particular needs and likes in five key areas. We call them Baby's Top Five, and they cover all the basics that are good to think about before your baby arrives.



Baby's Top Five in a nutshell

1. Baby on the move

From choosing the car seat for your baby's first journey home, to helping you find the ideal pram system or buggy, we'll make sure you're all set for getting out and about.

2. Sleep tight baby

We all want a baby who settles well, because good sleep is so important for both little ones and mums and dads. We'll advise on how to ensure your baby is as safely snuggled up as possible, from choosing the right mattress, cot and Moses basket to monitors and soothing bedtime tips.

3. Well fed baby

Deciding whether to breast or bottle feed is a big consideration. Whichever you choose, we can help make sure you have everything you need to make things go smoothly.

4. Nice clean baby

Bath time and changing can take time to get used to, so we'll help you choose the things that will really make things easier.

5. Well dressed baby

Helping you plan your baby's first wardrobe, including all the essentials you'll need for the early weeks and handy tips for stress-free changing.



Service 2

Baby's next steps.

Five months and beyond

Babies go through so many amazing changes in the first year, and your nursery Partner can help you make the right choices at every new milestone along the way.

Whether you're about to make the step to solid foods, changing to a second car seat, thinking about baby's first proper bed or first pair of shoes, we're here to advise and guide.

Your appointment

Whichever service you choose, your session will last about two hours. We'll put together a nursery list as we go which you can then access online and share with family and friends.

To book an appointment, please talk to one of our Partners in store or call your local shop.



Know what you need? Just use our Nursery List service

If you've booked an appointment with one of our nursery Partners, they'll help you put together your list.

But of course, you can also compile your nursery list yourself, no appointment needed. Just go online at johnlewis.com/nurserylist to register and set everything up.

You can share your list with family and friends and they can buy from it online, by phone or from any of our shops. You can check its status whenever you want and easily add or remove items.

Storage and delivery

Once an item is paid for, we'll store it for you until you're ready. We'll deliver everything together, free of charge and at a time that suits you. And if you'd like some items earlier, we can make a separate, additional delivery.



Also good to know

Never Knowingly Undersold

We always check and match our high street competitors' lowest prices, even during sales, even online. So you always get the best value.

We don't expect you to find a lower price at another high street competitor for the same individual product, sold with the same service conditions. But if you can, we'll match the price when you buy, or refund the difference for up to 28 days after you've purchased from us.

For more information go online at johnlewis.com/nku or pick up a leaflet in one of our shops.

Happy returns

If you're not happy with any of your purchases, you can return them any time up until delivery or within 90 days of receiving them and we'll offer a refund or exchange. You can find our full terms and conditions online at johnlewis.com

A helping hand

We're here if you need us. Whether it's a quick lesson on the best way to collapse your buggy, or you need to borrow a loan buggy or pram (available in selected stores, or can be ordered and collected from any of our shops) should yours have a fault or something goes wrong.

Trusted choices

We select our baby products very carefully, and only offer those that meet our high standards. So you can choose with confidence, knowing everything we sell is high quality, fairly priced and includes the latest innovations.



How else can we help?

Here are some other useful services you might like to think about. Talk to one of our Partners in the relevant departments to find out more, or to book appointments.

Lingerie

Finding a comfortable bra is even more important when you're pregnant, so it's worth taking the time to come into our Lingerie department for a free fitting. Our expert fitters will measure you accurately and help you choose the right maternity and nursing bras. You'll also find useful information at johnlewis.com/our-services/lingerie-advice-service

Personalised keepsakes

We offer a range of personalised baby gifts, from bibs to trainers and booties. For more ideas, visit johnlewis.com and click 'gifts' in the baby & child section.

Children's shoe fitting

Growing feet are delicate, and having properly fitting shoes is really important. We provide a free children's shoe fitting service, with fully trained Partners at all our shops with a childrenswear department.

Stay in touch

Sign up for my John Lewis Nursery and we'll offer helpful advice and news throughout your pregnancy and after your baby is born.

Just tell us your due date and we'll send you:

- Emails full of ideas, news and offers for you, your baby and your home
- A guide giving expert nursery advice
- Invitations to nursery events in our shops

For more details and to sign up, just talk to your nursery Partner or go to johnlewis.com/myjohnlewisnursery or scan the QR code below.





For more information about our services please visit
johnlewis.com/services

If you'd like to read this literature in an alternative format
please ask one of our Partners.

You can find lots more online at johnlewis.com

Featured on the front cover: Carole Tomlinson, Nursery Advisor

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