

If you need this literature in an alternative format, please ask us.

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

Os oes angen y wybodaeth hon arnoch mewn fformat amgen, gofynnwch i ni.

Mae'r wybodaeth hon a llawer mwy ar gael ar-lein yn johnlewis.com

Here to help Yma i'ch helpu

Easier shopping for disabled customers

Siopa haws i gwsmeriaid anabl



Making shopping easier

Shopping in our department stores should be easy and convenient for all customers, with no exceptions. Facilities for our disabled customers do vary a little from one store to another depending on the building. Here, at John Lewis Cardiff we can offer the following:

Accessible parking

Car parking spaces are reserved for disabled customers on all levels next to the lift – our car park is on Hayes Bridge Road.

Shopmobility

Manual or motorised wheelchairs are available from Shopmobility, telephone 029 2039 9355.

Hearing loops

Fixed hearing loops are available at all payment points.

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 fitting rooms

All our fitting rooms have an accessible cubicle.

Accessible toilets

You'll find an accessible toilet on every floor.

Wide access lifts

All our lifts have wide enough doors for wheelchairs giving you access to all floors.

Gwneud siopa'n haws

Dylai fod yn hawdd ac yn gyfleus i bob cwsmer siopa yn ein siopau adrannol, heb unrhyw eithriad. Mae'r cyfleusterau ar gyfer ein cwsmeriaid anabl yn amrywio ychydig o siop i siop yn dibynnu ar yr adeilad. Yma, yn John Lewis Caerdydd gallwn gynnig y canlynol:

Mannau parcio hygyrch

Caiff manau parcio ceir eu cadw ar gyfer cwsmeriaid anabl ar bob lefel wrth ymyl y lifft – mae ein maes parcio ar Heol Pont-yr-Aes.

Shopmobility

Mae cadeiriau olwyn a reolir â llaw neu â modur ar gael oddi wrth Shopmobility, ffôn 029 2039 9355.

Dolenni clyw

Mae dolenni clyw sefydlog ar gael wrth bob man talu.

Iaith arwyddion*

Gall rhai aelodau o staff ddefnyddio a deall iaith arwyddion. Ffoniwch ni drwy ddefnyddio Typetalk/Text Direct i weld a oes unrhyw un ar gael i'ch cyfarch a'ch helpu.

Ystafelloedd newid hygyrch

Mae gan ein holl ystafelloedd newid giwbicl hygyrch.

Toiledau hygyrch

Mae toiled hygyrch ar gael ar bob llawr.

Lifftiau mynediad llydan

Mae gan ein holl lifftiau ddrysau sy'n ddigon llydan i gadeiriau olwyn gan olygu y gallwch gael mynediad i bob llawr.

Help with your shopping

Just ask any member of staff if you need assistance carrying your shopping.

Customer collections

Why not collect all your purchases when you're leaving the store? Hand them in at any pay point and we'll take them to our Customer collections desk, which is accessible via Bute Terrace. If you're driving let us know and we can bring your purchases out from Customer collections to your car.

Standard delivery

When you spend over £50 we'll deliver for free. Spend less and standard delivery costs just £3. We'll deliver to the room of your choice, and remove any unwanted packaging for us to recycle responsibly.

Postal service

If you prefer we can post your shopping, to be with you in about five working days.

Shopping online

To shop when it suits you from the comfort of home, go to johnlewis.com. With a huge selection of products and our handy online buying guides, you should find the things you need quickly and easily.

Telephone shopping Typetalk/Text Direct is available. Please ring 18001 + 029 2053 6000.

To double-check whether the services marked * are available please just call 029 2053 6000. The number is Typetalk/Text Direct-enabled if you add the prefix 18001 +.

Help gyda'ch siopa

Os oes angen help arnoch i gario eich siopa gofynnwch i unrhyw aelod o staff.

Man casglu i gwsmeriaid

Beth am gasglu popeth rydych wedi ei brynu wrth adael y siop? Gadewch hwy mewn unrhyw fan talu ac fe awn ni â hwy i'r man casglu i gwsmeriaid, sy'n hygyrch o Deras Bute. Os ydych yn gyrru rhowch wybod i ni a gallwn ddod â'r hyn rydych wedi ei brynu allan i'ch car.

Dosbarthu safonol

Pan fyddwch yn gwario mwy na £50 gwnawn ddosbarthu eich nwyddau am ddim. Gwariwch lai a dim ond £3 y bydd yn ei gostio. Gwnawn ddosbarthu eich nwyddau i unrhyw ystafell o'ch dewis, a chymryd unrhyw ddeunydd pecynnu diangen er mwyn i ni ei ailgylchu mewn ffordd gyfrifol.

Gwasanaeth post

Os yw'n well gennych gallwn anfon eich nwyddau atoch drwy'r post, a fydd yn eich cyrraedd mewn tua phum diwrnod gwaith.

Siopa ar-lein

Er mwyn siopa pan fo'n gyfleus i chi heb orfod gadael y tŷ, ewch i johnlewis.com. Gyda'n dewis enfawr o gynnyrch a'n canllawiau prynu ar-lein defnyddiol, dylech ddod o hyd i'r pethau sydd eu hangen arnoch yn hawdd ac yn gyflym.

Mae gwasanaeth siopa Typetalk/Text Direct ar gael. Ffoniwch 18001 + 029 2053 6000.

Er mwyn gweld a yw'r gwasanaethau â * ar gael fffoniwch 029 2053 6000. Drwy ychwanegu 18001 + cyn y rhif hwn gallwch ddefnyddio'r gwasanaeth Typetalk/Text Direct.

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:

Customer Services Manager
John Lewis Cardiff
The Hayes
Cardiff CF10 1EG

Telephone 029 2053 6000
Textphone 18001 + 029 2053 6000 (via Typetalk)
Fax 029 2053 6099

jl_cardiff@johnlewis.co.uk
www.johnlewis.com/cardiff

Rydym bob amser yn croesawu eich sylwadau, felly rhowch wybod i ni os oes gennych unrhyw gwestiynau neu awgrymiadau. Am help neu am ragor o wybodaeth, gofynnwch i unrhyw aelod o staff, neu cysylltwch â:

Rheolwr Gwasanaethau Cwsmeriaid
John Lewis Caerdydd
Yr Aes
Caerdydd CF10 1EG

Ffôn 029 2053 6000
Ffôn testun 18001 + 029 2053 6000 (drwy Typetalk)
Ffacs 029 2053 6099

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