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.

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 via Global Blue 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 country for at least 30 days. To obtain tax-free shopping you must present your passport or travel documents on entry to the shop. Tax-free shopping is not available to Page 2 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.

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

Never Knowingly Undersold
Fair pricing has always been at the heart of our business. It is to monitor our high street competitors’ prices, every day, even during sales, even online, to make sure you never pay more than you should. That’s our price promise to you.

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 appliances have 2-year guarantees. All our other electrical appliances, large or small, are covered for two years.

Click & collect
And over, and costs £2 when you spend less. Simply order online before 8pm and collect after 2pm the next day. Our delivery service doesn’t stop at the front door; we can deliver to the room of your choice and we’ll remove the 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

Delivery
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 the 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

too much to carry?
Leave your John Lewis purchases with us, then pick them up when it suits you. You can do this at any till, from Audio and TV.

Shopping at John Lewis
Oxford Street

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

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

Welcome to John Lewis
Oxford Street
Here you’ll find seven storeys, generously stocked with a well-chosen selection of the highest quality products and a wide range of expert services throughout the shop.

A shop full of history
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. In 1944, 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.

John Lewis is a partnership. Every member of permanent staff owns shares in the company, so we’re motivated to offer you the best possible service, and that’s why we’re proud to be independently rated as the most trusted brand in the UK.

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.