

# John Lewis

## 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. 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

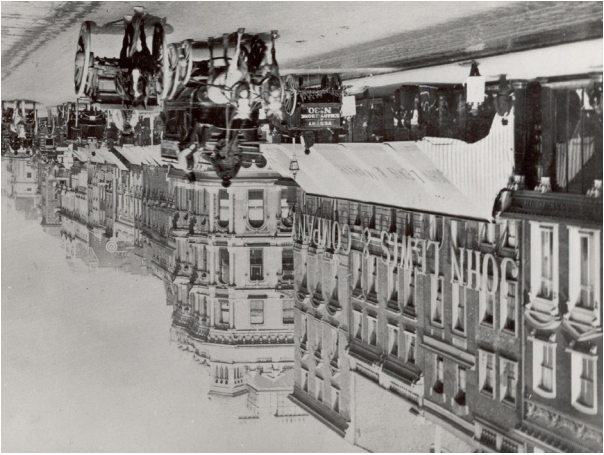
1962. In 2001, the lower ground, ground and first floors were refurbished, and in 2006, a huge refurbishment took place,

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.

### 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.



### Never Knowingly Undersold

Fair pricing has always been at the heart of our business.

Everything we sell is already competitively priced with quality and value in mind. And we have a dedicated team whose job

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

lighting includes a 2-year guarantee. All our other electrical appliances, large or small, are covered for two 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.

### 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 any unwanted packaging and recycle responsibly.

### Too much to carry?

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

### John Lewis Finance

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](http://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](http://partnershipcard.co.uk) Visit our Bureau de change, located in our Customer services

### Toilets

Women's are located near Fashion on the first floor,

Floor coverings on the second floor, Fitted kitchens 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.

### Caf s, Bars and Restaurants

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.

Comptoir Libana s, situated on the fourth floor, offers fresh, healthy and authentic Lebanese food in a colourful and

family-friendly environment.

Situated on the third floor, Rossopomodoro serves authentic Neapolitan pizza and pasta made from ingredients sourced

from Naples, while Ham Holy Burger sells a range of gourmet hamburgers made from Piedmont beef, as well as salads

and desserts.

Benugo Caf , on the second floor, serves delicious barista-made coffees, freshly made sandwiches, afternoon tea and more.

### 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](http://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 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 destination within three months. We accept UnionPay cards at our tills.

To find out more or to claim a VAT refund, visit the Customer Services department on the fifth floor, or email [export\\_oxford\\_street@johnlewis.com](mailto: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.

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](http://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

300 Oxford Street  
London W1C 1DX  
Telephone 020 7629 7711  
Fax 020 3073 0699  
[jl\\_oxford\\_street@johnlewis.co.uk](mailto:jl_oxford_street@johnlewis.co.uk)  
[johnlewis.com](http://johnlewis.com)

John Lewis department stores SD53301 / 02.17



John Lewis  
in store | online | mobile



Departments

Audio and TV 5

Babywear 4

Bathroom accessories 2

Beauty G

Bed linens 2

Beds and bedroom furniture 3

Blinds 2

Boys' fashion 4

Cameras 5

Candle shop G

Carpets, rugs and flooring 2

Children's books 4

Children's fashion 4

Children's shoes 4

China LG

Christmas shop\*\* 3

Clocks 2

Clothescare LG

Computing 5

Crafts 4

Curtains 2

Cushions 2

Cutlery LG

Decorating 2

Door furniture 2

Electrical appliances, large LG

Fashion accessories G

Fashion fabrics 4

Fitted bathrooms 3

Fitted bedrooms 3

Fitted kitchens 3

Flooring 2

Florist G

Foodhall LG

Furnishing fabrics 2

Furniture 3

Garden furniture\*\* 3

Gardening LG

Gift food LG

Gifts LG

Gift wrap LG

Girls' fashion 4

Glass LG

Haberdashery and crafts 4

Handbags G

Hats G

Home appliances LG

Home furnishings 2

Home storage LG

Hosiery 1

Household goods LG

Jewellery G

Kitchenware LG

Kitchen appliances, small LG

Lighting 2

Lingerie 1

Luggage 5

Men's fashion G

Men's shoes G

Mirrors 2

Nursery furniture and prams 4

Personal care G

Photography 5

Picnicware LG

Pictures and mirrors 2

Prams 2

Rugs 2

Schoolwear 4

Silverware LG

Sports 5

Stationery LG

Sunglasses G

Swimwear 1

Table linen LG

Technology 5

Telecoms 5

TVs 5

Towels 2

Toys and children's books 4

Tracks and poles 2

Wall art 2

Wallpaper 2

Watches G

Women's fashion 1

Women's hats 1

Women's shoes 1

Services

Restaurants

Benugo Café 2

Comptoir Libanais 4

Ham Holy Burger 3

Rossopomodoro 3

The Place to Eat 5

Wine Bar LG

Parents' room ♿ 4&5

Toilets ♿ 1,2,3,4&5

♿ 2&5

♿ 3,4,5

Children's services

Children's shoe fitting 4

Nursery advice 4

Electrical services

Aftersales support –

Electrical appliances LG

Appliance removal

and installation LG

Computer support and set up 5

Technical services 5

TV installation and set up 5

Fashion and beauty services

Beauty treatments G

Lingerie fitting advice 1

Personal styling 1

Home services

Bespoke furnishings

and furniture 2

Carpets and flooring 2

Fitted bathroom service 3

Fitted kitchen service 3

Home Design service 2

Lighting installation 2

Personalised stationery 5

Picture framing service 2

Other services

Bureau de change 5

Customer collections G

Customer services 5

Export and VAT 5

Florist G

The Gift List 5

Gift wrapping service 5

Kuoni Travel 5

Lost property 5

Partnership card 5



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

Lower ground LG

Ground G

First 1

Second 2

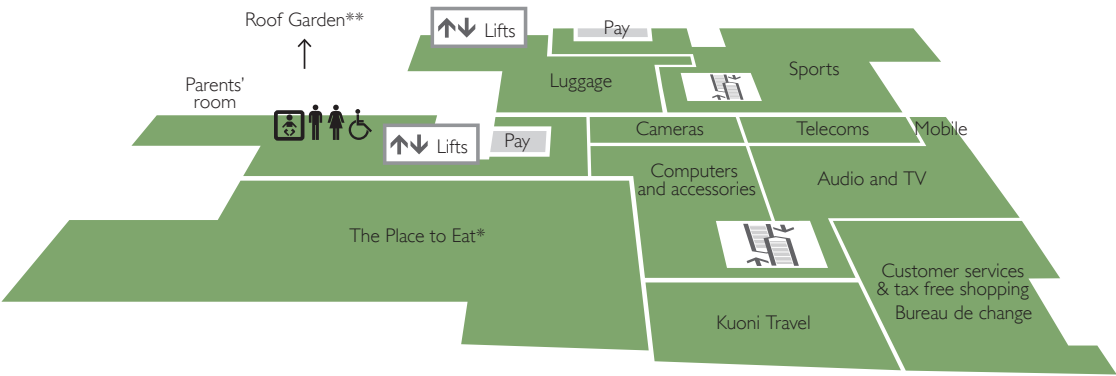
Third 3

Fourth 4

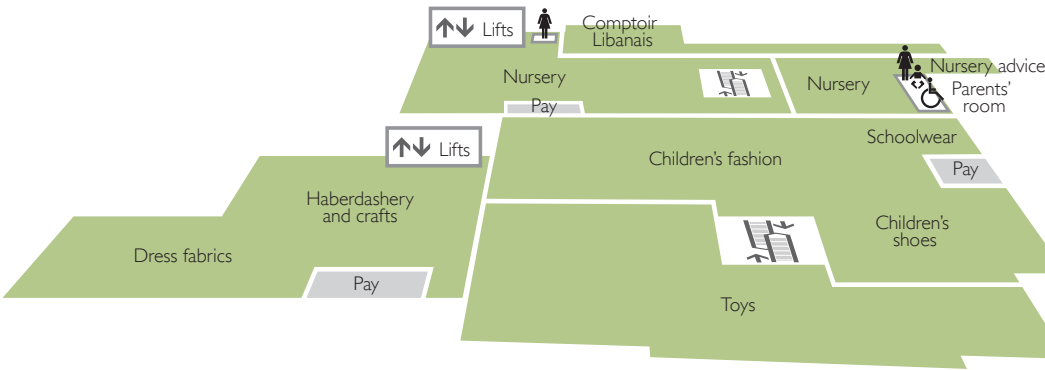
Fifth 5

\*\*Seasonal

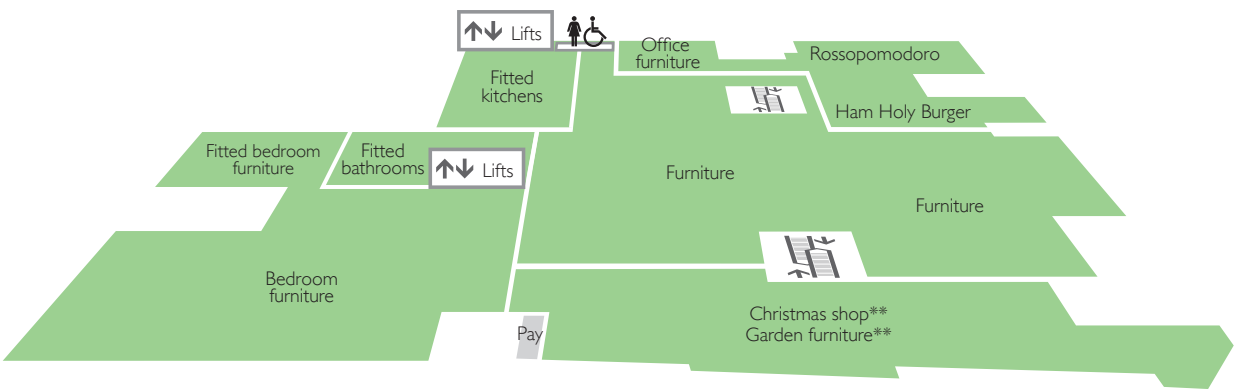
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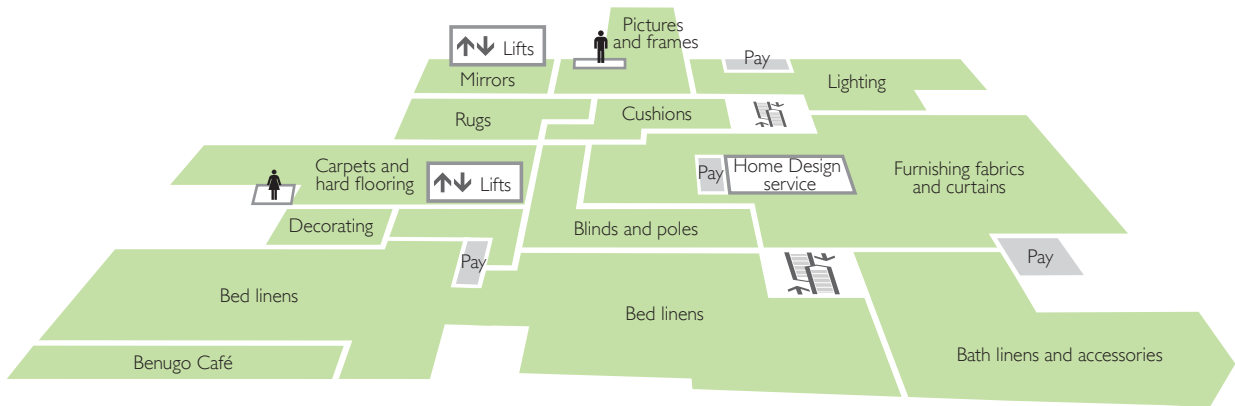
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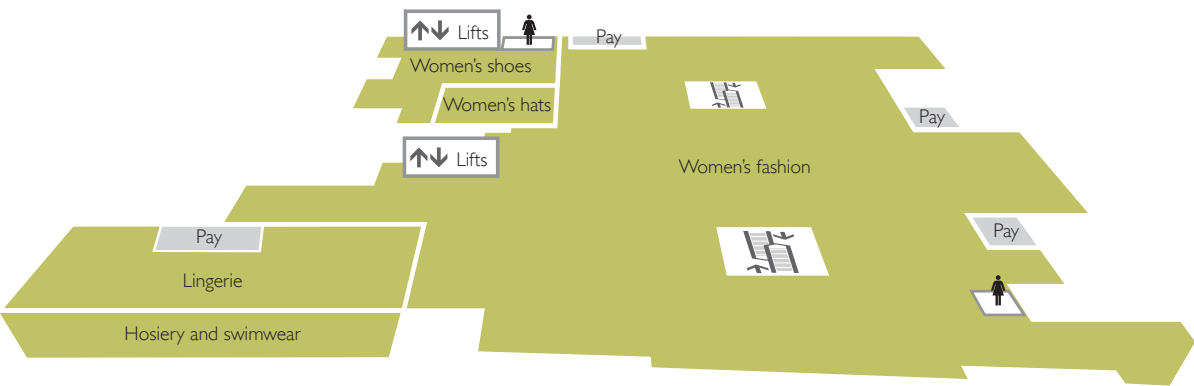
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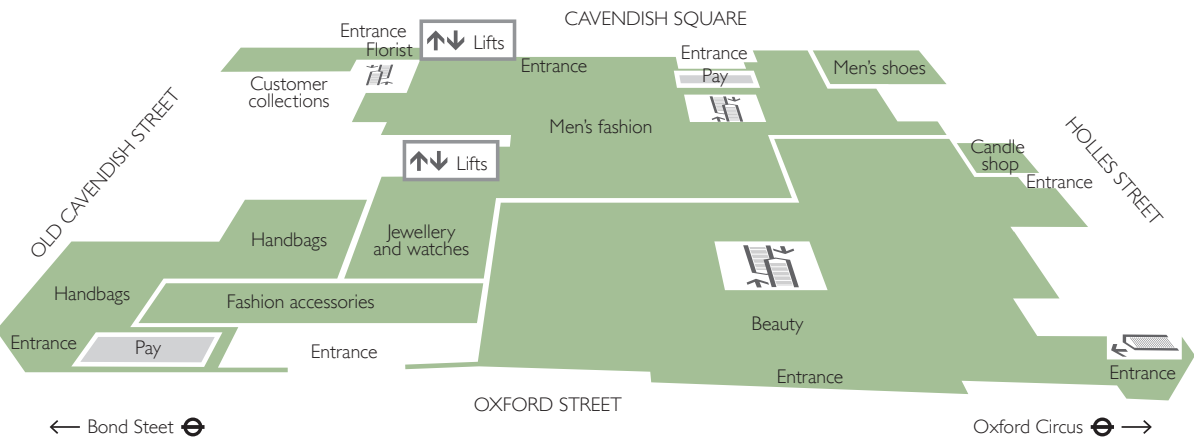
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1



G



LG

