

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

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

Here to help

Easier shopping for disabled customers

Shopping hours

Monday	9.00–8.00
Tuesday	9.00–8.00
Wednesday	9.00–8.00
Thursday	9.00–8.00
Friday	9.00–8.00
Saturday	9.00–8.00
Sunday	10.30–5.00
(Sunday browsing)	10.30–11.00



John Lewis
2 Station Street
Birmingham B2 4AU
Telephone 0121 634 6000
Fax 0121 634 6099
jl_Birmingham@johnlewis.co.uk
johnlewis.com/birmingham

John Lewis department stores SD24543 / 09.15



Making shopping easier

We aim to make shopping in our department stores easy and convenient for all our customers. The facilities for disabled customers vary a little from one John Lewis shop to another, depending on the limitations of some buildings. Here at John Lewis Birmingham we offer the following:

Accessible parking

Spaces are reserved for disabled customers in the NCP car park close by.

Shopmobility

Manual or motorised wheelchairs are available in the Bullring shopping centre. Telephone 0121 616 2942

Hearing loops*

Please ask one of our Partners for details about mobile hearing loops. Fixed loops are available in Customer collections, Reception and payments points.

Accessible fitting rooms

In Fashions, Childrenswear and Menswear.

Accessible toilets

On the second floor near Women's fashion and the fourth floor next to Sports.

Wide access lifts

Available with access to all floors.

Help with your shopping

Just ask one of our Partners if you need assistance.

No need to carry heavy shopping

Collect your purchases at the end of your visit from Customer collections on the second floor, through Women's fashion accessories. If you're driving, there is access via the NCP car park.

Standard delivery

When you spend over £50 we'll deliver for free. Spend less and standard delivery costs just £3.50. We'll deliver into the room of your choice, and remove any unwanted packaging for us to recycle responsibly.

Telephone shopping

Typetalk/Text Direct is available.
Please ring 18001 + 0121 634 6000

Large print or audio tape

Please ask one of our Partners if you need literature in alternative formats and we will do our best to provide it.

You can contact our branch in advance of your visit to check availability of services marked*. Please ring our main branch telephone number that is Typetalk/Text Direct enabled using prefix 18001 + 0121 634 6000

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 one of our Partners, or contact:

Customer services manager
John Lewis Birmingham
2 Station Street
Birmingham B2 4AU

Telephone 0121 634 6000
Textphone 18001 + 0121 634 6000 (via Typetalk)
Fax 0121 634 6099

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