

## Deliveries

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.

## Partnership card

At John Lewis we offer our own credit card, issued by John Lewis Financial Services Limited. To find out more about the benefits, please just ask a member of staff or visit our website on [partnershipcard.co.uk/JL](http://partnershipcard.co.uk/JL). Terms and Conditions apply.

## John Lewis Insurance

We provide a range of insurance products that are designed to be with you when it matters most. For cover for your home, your car, your pet or even your holiday, you can be reassured we'll always be there for you. To see our full range of insurance products visit [johnlewis.com/insurance](http://johnlewis.com/insurance)

## Catering

The top floor restaurant seats up to 220 and serves freshly prepared hot and cold meals, including vegetarian dishes, a children's menu, home-made cakes and pastries. The Brasserie on the second floor serves a stylish and contemporary all day menu with table service in a modern and relaxing environment.

## Toilets

Women's – near Fashions on the second floor, Boysswear and Nursery advisor on the third floor, Beds and bedroom furniture on the fifth floor and near Customer services on the sixth floor. Men's – near Menswear on the first floor, Floor coverings and Audio and TV on the fourth floor and Customer services on the sixth floor.

## Facilities for disabled customers

Shopping in our department stores should be easy and convenient for all customers, with no exceptions. All our stores have accessible toilets and lifts, as well as a range of other services to help our disabled customers enjoy their shopping experience. To find out what's available in Peter Jones please ask a member of staff or go online at [peterjones.co.uk](http://peterjones.co.uk). You can also call us on 020 7730 3434, or Textphone 18001 + 020 7730 3434 (via Typetalk).

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

You can find this information and lots more online at [johnlewis.com](http://johnlewis.com)

## Shopping hours

Monday	9.30–7.00
Tuesday	9.30–7.00
Wednesday	9.30–8.00
Thursday	9.30–7.00
Friday	9.30–7.00
Saturday	9.30–7.00
Sunday	12.00–6.00
(Sunday browsing)	11.30–12.00

Peter Jones  
Sloane Square  
London SW1W 8EL  
Telephone 020 7730 3434  
Fax 020 7881 6493  
[peter\\_jones@johnlewis.co.uk](mailto:peter_jones@johnlewis.co.uk)  
[johnlewis.com](http://johnlewis.com)

John Lewis department stores SD53302 / 06.15



**John Lewis**  
in store | online | mobile

# Peter Jones

## Shopping at Peter Jones

## Welcome to Peter Jones

We are part of the John Lewis Partnership and, like all John Lewis department stores, we have three guiding principles:

- To offer the widest possible choice under one roof
- To combine high quality with keen pricing
- To provide a high standard of service, with expert, helpful staff and a whole range of additional benefits and facilities.

## About the John Lewis Partnership

There are John Lewis department stores throughout the UK from Aberdeen to Southampton – our first opened in Oxford Street in 1864. In 1929, our unique business idea was founded here in Peter Jones and in 1929 our company became a profit-sharing democracy; every permanent member of staff is a Partner, benefiting from the success of the business. The Partnership also includes Waitrose food shops.

## The widest possible choice

With around 80 types of television, hundreds of large electrical appliances and thousands of different furnishing fabrics – altogether we stock over 350,000 lines. From gloves to garden furniture, cots to computers, pots and pans to curtain poles, there's always a wide range to choose from, to suit most pockets.

## 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. Our John Lewis home appliances are guaranteed for 3 years, while all other electrical appliances, large or small, are covered for 2 years.

## Customer collections

Why not drop off your shopping as you go then pick it up when you're ready to leave, from Customer collections. This can be found on the Ground floor behind the Linens department.

## Click & collect

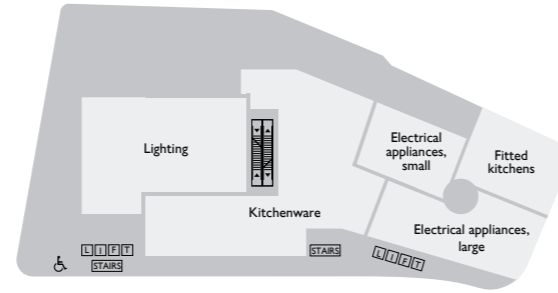
Our Click & collect service is free when you spend £30 and over, and costs £2 when you spend less. Simply order online before 8pm and collect after 2pm the next day from a John Lewis or selected Waitrose shop.

## Department listing

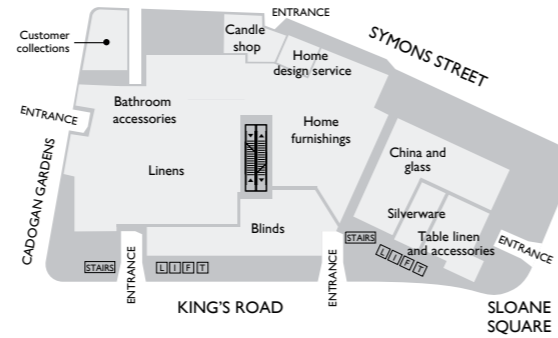
- Audio **4**
- Advice Services  
(Fashion Advisor, women's) **2**  
(Nursery Advisor) **3**  
(Lingerie Advisor) **2**  
(Home design service) **G&4**  
(Personal Shopping) **4**
- Beauty **1**
- Babywear **3**
- Bathroom accessories **G**
- Beds and bedroom furniture **5**
- Blinds **G**
- Boyswear **3**
- Cameras **4**
- Candle shop **G**
- Carpets, rugs and flooring **4**
- Children's shoes **3**
- China and glass **G**
- Christmas shop **5**
- Clarin Skin Spa **1**
- Clocks **4**
- Clothescare **B**
- Computers and telecoms **4**
- Decorative accessories **4**
- Electrical appliances **B**
- Export and VAT **6**
- Fashion accessories **1**
- Fashion fabrics **3**
- Fitted kitchens **B**
- Furniture **5**
- Garden furniture **5\***
- Gift food **G\*&4**
- Girls' wear **3**
- Handbags **1**
- Haberdashery and crafts **3**
- Hosiery **2**
- Home furnishings **G**
- Home storage **3**
- Jewellery **1**
- Kitchenware **B**
- Lancôme beauty suite **1**
- Lighting **B**
- Linens **G**
- Lingerie **2**
- Lost property **6**
- Men's shoes **1**
- Men's fashion **1**
- Mirrors and pictures **4**
- Nursery furniture and prams **3**
- Partnership card **6**
- Schoolwear **3**
- Silverware **G**
- Sports **4**
- Stationery **4**
- Sunglasses **1**
- Technology **4**
- Technical support **4**
- Televisions **4**
- Toys and children's books **3**
- Travel goods **4**
- Watches **1**
- Women's fashion **2**
- Women's hats **2**
- Women's shoes **1**

- |                       |                       |
|-----------------------|-----------------------|
| Basement <b>B</b>     | Fourth floor <b>4</b> |
| Ground floor <b>G</b> | Fifth floor <b>5</b>  |
| First floor <b>1</b>  | Sixth floor <b>6</b>  |
| Second floor <b>2</b> | *Seasonal             |
| Third floor <b>3</b>  |                       |

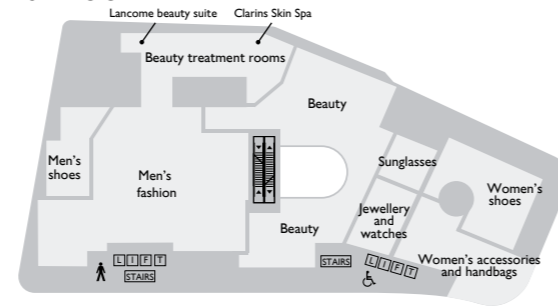
### BASEMENT



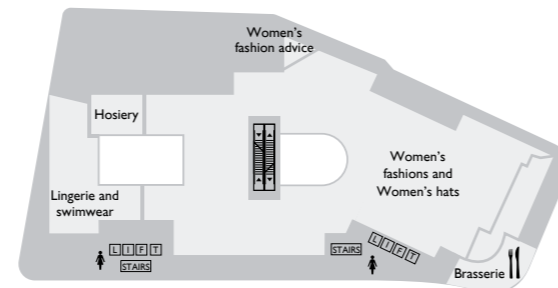
### GROUND FLOOR



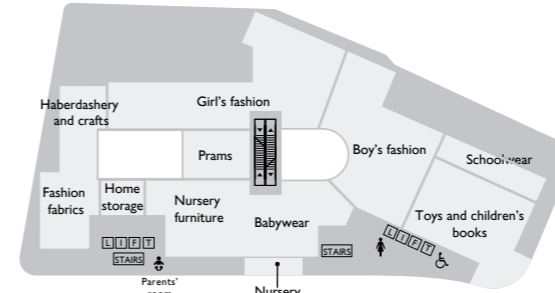
### FIRST FLOOR



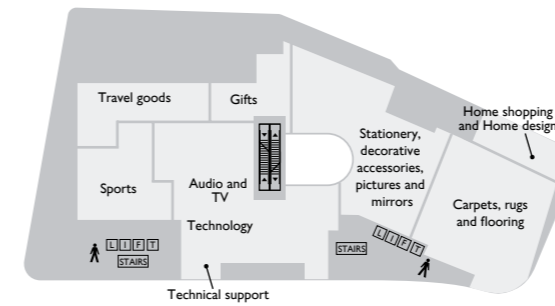
### SECOND FLOOR



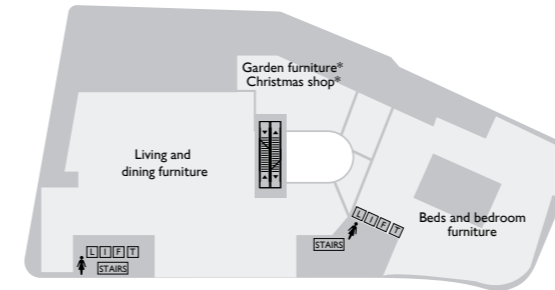
### THIRD FLOOR



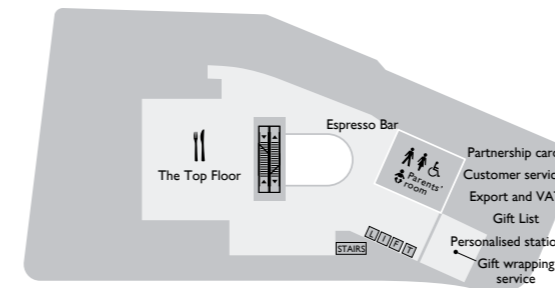
### FOURTH FLOOR



### FIFTH FLOOR



### SIXTH FLOOR



## Services

### Customer support

- Account enquiries **6**
- Chargebox **6**
- Customer collections **G**
- Customer services **6**
- Parents' room **3 & 6**
- Toilets **B,1,3,6** **1,4,6** **2,3,5,6**

### Gift services

- Gift List **6**
- Gift wrapping **6**
- Personalised stationery **6**

### Restaurants

- Brasserie **2**
- Espresso Bar **6**
- The Top Floor **6**

## Experts on Hand

### Fashion

- Beauty treatment rooms **1**
- Lingerie fitting **2**
- Women's fashion advice **2**

### Home design and interiors

- Bespoke furnishings and furniture **4**
- Carpets and flooring **4**
- Fitted bedroom furniture **5**
- Home design service **G**
- Kitchen design and fit **B**
- Lighting installation **B**

### Nursery

- Children shoe fitting **3**
- Nursery advice **3**

### Technical support

- Appliance removal and installation **B**
- Computer support and set up **4**
- TV installation and set up **4**