

Car parking

The car park has 104 spaces of which 6 are reserved for disabled parking, adjacent to the main entrance.

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. 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

Toilets

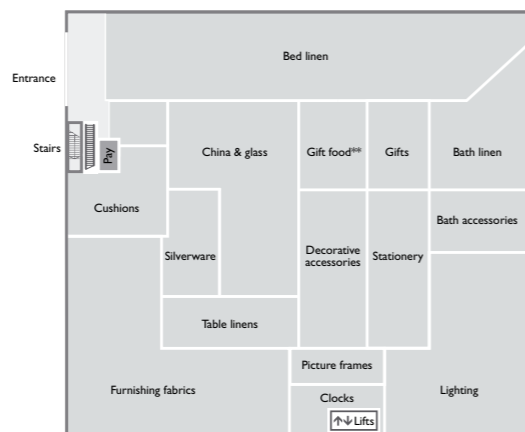
Toilets are located on the first floor, adjacent to the lifts.

Catering

With seating for 73, our self service café is located on the first floor. There you can relax over a cappuccino, herbal tea or freshly squeezed orange juice, or tuck into a light snack.

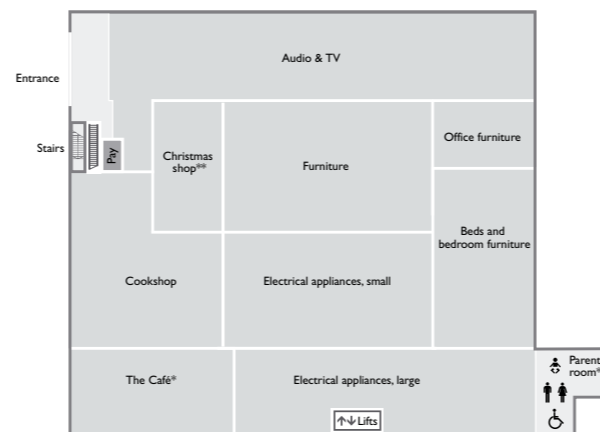
Store plan

GROUND FLOOR



- | | |
|-------------------------------------|---------------------------------------|
| Audio and TV 1 | China and glass G |
| Bath Linen G | Cushions G |
| Bathroom accessories G | Curtains G |
| Bed linen G | Decorative accessories G |
| Beds and bedroom furniture 1 | Electrical appliances, large 1 |
| Blinds and poles G | Electrical appliances, small 1 |

FIRST FLOOR



- | | |
|-----------------------------|-----------------------|
| Furniture 1 | Silverware G |
| Furnishing fabrics G | Stationery G |
| Gift food G | Table linens G |
| Haberdashery G | The Café 1 |
| Kitchenware 1 | Toilets 1 |
| Lighting G | |

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

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

Shopping hours

Monday – Friday 9.30 – 6.30

Saturday 9.00 – 6.30

Sunday 10.30 – 4.30

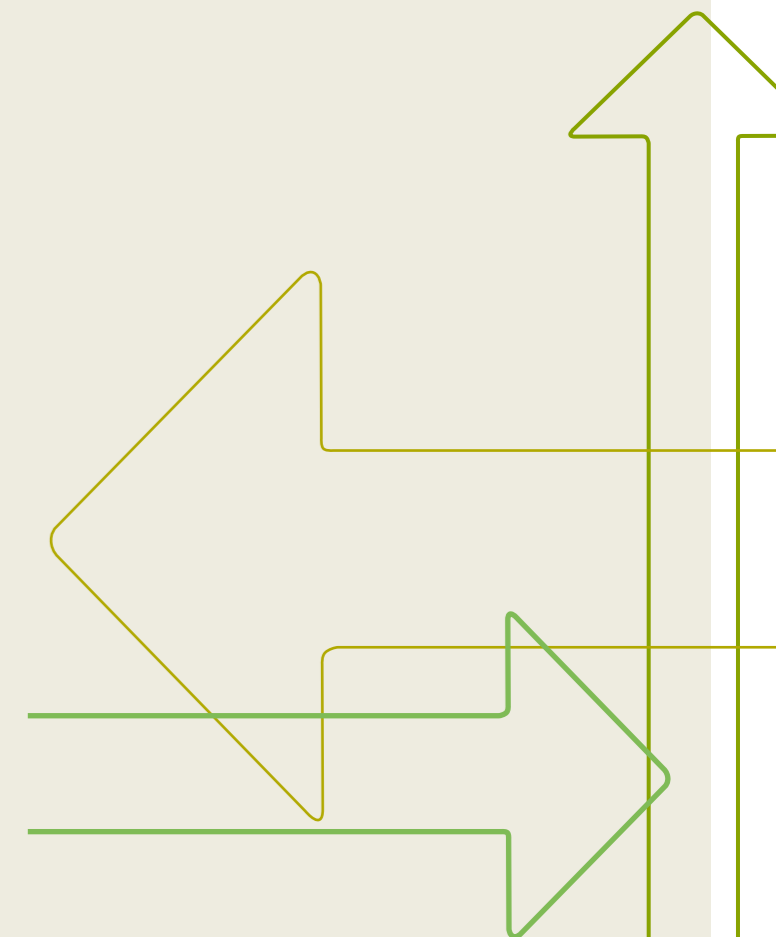
(Sunday browsing) 10.00–10.30

John Lewis at home
Poole Retail Park
Redlands
Poole
Dorset BH12 1DN

Telephone 01202 756 020
Fax 01202 756 021
jl_poole@johnlewis.co.uk
www.johnlewis.com

John Lewis department stores SD53366 / 06.15

Shopping at John Lewis at home Poole



Welcome to John Lewis at home

Shopping at Poole

We are part of the John Lewis Partnership and, like all John Lewis department stores, John Lewis at home has 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, the 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

John Lewis at home is the first of a new concept store for the Partnership selling our home assortment, (except for floor coverings and fitted kitchens), plus our electrical and home technology assortment. From furniture to mobile phones, lighting to electricals, 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.

Easier shopping for disabled customers

Making shopping easier

We aim to make shopping 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. At John Lewis at home in Poole we offer the following:

Accessible parking

There are 10 spaces available for disabled customers adjacent to the entrance.

Shopmobility

Telephone 01202 756 020

Hearing loops

Hearing (induction) loops are fitted on all till points across both floors. These are clearly signed. Please ask a member of our staff for details.

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 toilets

On the 1st floor, adjacent to the lift.

Wide access lifts

Available with access for both floors.

Help with shopping

Just ask any of our staff if you need assistance.

Telephone shopping

Typetalk/Text Direct is available. Please ring John Lewis Poole on 01202 756 020.

To double-check whether the services marked * are available please just call 01202 756 020. The number is Typetalk/Text Direct-enabled if you add the prefix 18001+.

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 at home
Poole Retail Park
Redlands
Poole
Dorset BH12 1DN

jl_poole@johnlewis.co.uk
www.johnlewis.com/poole

Large print or audio tape

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

Getting your purchases home

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.

Order enquiries

Please call John Lewis Poole on 01202 756 020 if you'd like to know how your order is progressing. You may need to ask for the relevant department.

Postal service

We can also post your shopping, if you prefer, to be with you in about five working days.

Shopping online

To shop when it suits you, 24 hours a day, with expert buying guides and delivery direct to your door, go to johnlewis.com.

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.

Your receipt

A copy of your receipt will always be included in your delivery. If you prefer us to post it to you separately, just ask.