

John Lewis and Partners

To all our customers,

Thank you for your continued loyalty and support, even during these uncertain times. Our thoughts go out to all of you who have been affected by this unprecedented situation.

We have kept our shops open as long as possible because we know how important a role they play to you and your local communities. Due to the unfolding situation with Coronavirus (COVID-19), we're very sad to have to let you know we'll be temporarily closing John Lewis shops from the end of the day on Monday 23 March.

For 155 years, our mission has been to serve you – and rest assured, that will continue. We may be closing our shop doors, but johnlewis.com will remain open and we will be keeping our Waitrose Food Halls open in as many locations as possible (excluding Bluewater, Southampton and Watford). You can still choose to have John Lewis orders delivered to your home, or via Click & Collect from your local Waitrose shop.

Our shop Partners will be joining their colleagues at Waitrose, as we play our part to help feed the nation during this time. Our Waitrose shops have introduced special opening hours and have announced a £1million Community support fund which will be used to help the most isolated and vulnerable members of our communities.

Our Customer Service Partners are on hand to answer any of your questions or you can find us on Instagram, Facebook and Twitter where we'll be sharing our latest news.

We know the coming days and weeks will be filled with uncertainty and we want to help support you and your families as best we can. We'll be exploring ways to offer Partner-led services remotely, which could include nursery or wellbeing advice, and craft and cookery classes provided by Partners online, or on one to one calls.

When the time is right, we look forward to welcoming you back into our shops.

Take care of yourselves, your loved ones and your communities.

BÉRANGÈRE MICHEL

Partner & Executive Director, Customer Service

JOHN LEWIS PARTNERSHIP