

Our price commitment

Never Knowingly Undersold
means that you can trust
our prices.

- We set competitive prices
- We actively check and match these in the local area
- We even match sale prices
- We will refund the difference if you find it for less

Never Knowingly Undersold

John Lewis

Our price commitment

At John Lewis we carry out regular price and availability checks within 8 miles of the branch. This includes major high street stores and independent shops. If we find an item that we stock at a lower price, we will reduce ours to match that price.

The item must be identical and benefit from the same service conditions that we offer.

We even match sale prices, in our local area, provided the competitor is not closing down. If a competitor is running a very short promotion, we may not have time to lower our price but we will still refund the difference.

If you buy an item from John Lewis and then see it for less in any UK shop, simply return to the John Lewis branch where you bought the item with your receipt within 28 days, or call the branch with the purchase details. We'll note all the information, check the competitor's price and service conditions, and refund the difference if appropriate.

Good value is more than just a fair price

At John Lewis we are committed to delivering good value. Our price commitment helps to ensure that whichever John Lewis branch you shop at, you feel confident that you are paying the best price in the local area without having to check yourself. However, good value is more than just a fair price.

Quality

We aim to select only quality items to sell in our shops, however small or large, essential or luxury.

Choice

We offer a range of items designed to suit all pockets and needs, and our sales assistants are on hand to give impartial, expert advice.

After sales service

Our service does not stop once you have shopped. We provide free delivery within mainland UK, free guarantees on certain electrical and kitchen items, and a free software support helpline for computer purchases. And we offer an installation service, at an additional charge, should that be required.

John Lewis Online and Catalogue

We set prices on Johnlewis.com and in our catalogues that reflect the same fair prices as generally apply in our branches. However, occasionally you may see a difference if your local John Lewis branch is matching a local competitor. If we lower the price of an item in store to match a nationwide price of another retailer, we also lower the price online.

We don't match competitors' prices online or in catalogues because online and catalogue retailers do not generally provide equivalent levels of service and after sales support.

John Lewis Foodhall from Waitrose

In shops with a Foodhall, Waitrose provide all items offered for sale, not John Lewis. Accordingly, products in the Foodhall are not covered by the John Lewis "Never Knowingly Undersold" pricing policy.

Terms and conditions

- Competitors' products must be identical in terms of make, model, size and colour.
- Competitors' products must match our service conditions which are:
 - display price clearly adjacent to the item
 - have equivalent delivery timescales and stock availability (i.e. they have it in stock if we have it in stock).
- Competitors' offers must have identical products and be under the same promotional terms (e.g. when a competitor advertises money off a product or group of products we'll match the promotion for the same products).
- We will not match a price that's only available to individual customers or groups, such as account holders or club members.
- We take additional charges into account such as fitting and delivery.
- We don't match outlets such as factory outlets, membership clubs, market stalls, duty free shops, mail order catalogues, the Internet and home shopping channels.
- Whilst we normally try to obtain special order lines which are not part of our stocked range, we reserve the right to refuse to match prices on such orders where it would be uneconomic for us to do so.
- The local area is an 8 mile radius from the branch, details of the exact area this covers are available from customer services in your local branch.

For more information please contact
Customer Services in your local branch

