CR Consumer Reports®

Mattress Stores RATINGS

For the latest ratings and information, visit CR.org

7 Rated Stores s of March 2024)			WORSE B	BET
	OVERALL SATISFACTION SCORE	PRICE SATISFACTION		4 /5
Original Mattress Factory ¹		SERVICE		5 /5
	94	CUSTOMER SUPPORT SELECTION		5 /5 5 /5
	OVERALL SATISFACTION SCORE	PRICE SATISFACTION		3 /5
Saatva ²		SERVICE		5 /5
Sudivu	85	CUSTOMER SUPPORT		5/5
		SELECTION		4/
	OVERALL SATISFACTION SCORE	PRICE SATISFACTION		3/5 5/5
Mattress Warehouse ¹	70			-/5
	79	SELECTION		4/
	OVERALL SATISFACTION SCORE	PRICE SATISFACTION		3/
Denver Mattress Company 1		SERVICE		4/
Denver Mattress Company ¹	74	CUSTOMER SUPPORT		4/
		SELECTION		4/
	OVERALL SATISFACTION SCORE	PRICE SATISFACTION		3/
Raymour & Flanigan ¹		SERVICE		4/
	73	CUSTOMER SUPPORT SELECTION		4/ 4/
	OVERALL SATISFACTION SCORE	PRICE SATISFACTION		5/
Cashas		SERVICE		3/
Costco	72	CUSTOMER SUPPORT		4/
		SELECTION		1/
	OVERALL SATISFACTION SCORE	PRICE SATISFACTION		3/
Local independent retailers ¹		SERVICE		4/
		CUSTOMER SUPPORT SELECTION		4/ 3/
	OVERALL SATISFACTION SCORE	PRICE SATISFACTION		5/
Amazon.com ²		SERVICE		4/
	71	CUSTOMER SUPPORT		4/
		SELECTION		4/
	OVERALL SATISFACTION SCORE	PRICE SATISFACTION		2/
Sleep Number (Select Comfort) ¹				5/
	70	CUSTOMER SUPPORT SELECTION		4/ 4/
Casper	OVERALL SATISFACTION SCORE	PRICE SATISFACTION		3/
	SATISFACTION SCORE	SERVICE		5/!
	60	CUSTOMER SUPPORT		4/
	07	SELECTION		3/!

17 Rated Stores

(as of March 2024)

8	\bigcirc	0	\bigcirc	\otimes
WOR	SE 🛏		B	TTER

	OVERALL SATISFACTION SCORE	PRICE SATISFACTION	3
		SERVICE	
Macy's ¹	68	CUSTOMER SUPPORT	
	00	SELECTION	
	OVERALL	PRICE SATISFACTION	
	SATISFACTION SCORE	SERVICE	
Mattress Firm ¹		CUSTOMER SUPPORT	
	65	SELECTION	
		SELECTION	3
	OVERALL SATISFACTION SCORE	PRICE SATISFACTION	
		SERVICE	4
Avocado ²	63	CUSTOMER SUPPORT	
	0.0	SELECTION	3
	OVERALL SATISFACTION SCORE	PRICE SATISFACTION	
	SATISFACTION SCORE	SERVICE	
Sleep Country ¹		CUSTOMER SUPPORT	
	62	SELECTION	3
	OVERALL		
	SATISFACTION SCORE		3
Nectar ²			-
	61	CUSTOMER SUPPORT	-
		PRICE SATISFACTION SERVICE CUSTOMER SUPPORT SELECTION	-
	OVERALL SATISFACTION SCORE	PRICE SATISFACTION	
	SATISFACTION SCORE	SERVICE	-
IKEA		CUSTOMER SUPPORT	-
	57	SELECTION	2
Ashley Furniture HomeStore ¹	OVERALL	PRICE SATISFACTION	
	SATISFACTION SCORE	SERVICE	
		CUSTOMER SUPPORT	
	50	SELECTION	
		SELECTION	State of the state

¹ Ratings based heavily on in-store mattress purchases.

² Ratings based heavily on online mattress purchases.

Ratings are based on the Consumer Reports' 2023 Winter Survey of 6,139 CR members reporting on their mattress purchases made in 2022 and the first quarter of 2023. Overall Satisfaction Score of each mattress retailer is derived from CR members' ratings of Price, Service, Customer Support, Selection, On-Time Delivery, Quality of Delivery, Web Support, Website Usability, Floor Model Cleanliness, and our CR Consumer Experience Score (not included in the ratings table). All other attributes listed under Survey Results reflect average scores on a scale from "very poor" to "excellent." Price is a rating of the price paid for the mattresses. Service refers to the quality of service from sales help. Customer Support is indicative of the quality of customer support for things such as phone service and shipping information. Selection refers to the range of available mattress brands or models. On-Time Delivery refers to the quality of online shopping assistance such as FAQ's, email notifications, shipping trackers, and live chat or phone support staff. Website Usability measures the clarity, completeness, comparison tools, and navigation of the retailers' website. Floor Model Cleanliness specifies the cleanliness of the mattresses in the store showroom. Ratings are based on the experiences of CR members, who may not be representative of the general US population. Dashes ('-') indicate insufficient sample sizes for analysis or that an attribute is not applicable to a particular retailer.

(#C132044) Reprinted with permission from Consumer Reports ©2024. This reprint does not imply an endorsement or sponsorship of any product, service, company or organization. Consumer Reports is an independent, nonprofit organization that works side by side with consumers for truth, transparency, and fairness in the marketplace. For complete reviews, articles, tips and recommendations go to ConsumerReports.org to become a member. Do not edit or alter this reprint in any fashion. Reproductions are not permitted.