

18 Rated Stores

(as of August 2022)



<b>Original Mattress Factory</b>	<b>94</b>	PRICE SATISFACTION		4/5
		SELECTION		5/5
		SERVICE		5/5
		CUSTOMER SUPPORT		5/5
<b>Tuft &amp; Needle</b>	<b>90</b>	PRICE SATISFACTION		4/5
		SELECTION		3/5
		SERVICE		-
		CUSTOMER SUPPORT		4/5
<b>Local independent retailers</b>	<b>89</b>	PRICE SATISFACTION		4/5
		SELECTION		4/5
		SERVICE		5/5
		CUSTOMER SUPPORT		5/5
<b>Sleep Number (Select Comfort)</b>	<b>88</b>	PRICE SATISFACTION		2/5
		SELECTION		4/5
		SERVICE		5/5
		CUSTOMER SUPPORT		4/5
<b>Amazon.com</b>	<b>87</b>	PRICE SATISFACTION		5/5
		SELECTION		4/5
		SERVICE		4/5
		CUSTOMER SUPPORT		4/5
<b>Denver Mattress Company</b>	<b>87</b>	PRICE SATISFACTION		4/5
		SELECTION		4/5
		SERVICE		4/5
		CUSTOMER SUPPORT		4/5
<b>Costco</b>	<b>87</b>	PRICE SATISFACTION		5/5
		SELECTION		1/5
		SERVICE		3/5
		CUSTOMER SUPPORT		4/5
<b>Purple</b>	<b>86</b>	PRICE SATISFACTION		2/5
		SELECTION		-
		SERVICE		-
		CUSTOMER SUPPORT		-
<b>Casper</b>	<b>86</b>	PRICE SATISFACTION		3/5
		SELECTION		3/5
		SERVICE		4/5
		CUSTOMER SUPPORT		4/5
<b>Saatva</b>	<b>86</b>	PRICE SATISFACTION		3/5
		SELECTION		3/5
		SERVICE		4/5
		CUSTOMER SUPPORT		4/5
<b>Macy's</b>	<b>86</b>	PRICE SATISFACTION		3/5
		SELECTION		4/5
		SERVICE		5/5
		CUSTOMER SUPPORT		4/5

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<b>Sleep Country</b>	<b>86</b>	PRICE SATISFACTION		3/5
		SELECTION		4/5
		SERVICE		4/5
		CUSTOMER SUPPORT		4/5
<b>Mattress Firm</b>	<b>85</b>	PRICE SATISFACTION		3/5
		SELECTION		4/5
		SERVICE		4/5
		CUSTOMER SUPPORT		4/5
<b>Avocado</b>	<b>84</b>	PRICE SATISFACTION		3/5
		SELECTION		3/5
		SERVICE		3/5
		CUSTOMER SUPPORT		3/5
<b>Raymour &amp; Flanigan</b>	<b>83</b>	PRICE SATISFACTION		3/5
		SELECTION		4/5
		SERVICE		4/5
		CUSTOMER SUPPORT		4/5
<b>Sam's Club</b>	<b>83</b>	PRICE SATISFACTION		4/5
		SELECTION		1/5
		SERVICE		-
		CUSTOMER SUPPORT		-
<b>Nectar</b>	<b>82</b>	PRICE SATISFACTION		4/5
		SELECTION		-
		SERVICE		-
		CUSTOMER SUPPORT		-
<b>Ashley Furniture HomeStore</b>	<b>81</b>	PRICE SATISFACTION		2/5
		SELECTION		3/5
		SERVICE		4/5
		CUSTOMER SUPPORT		-

Ratings are based on the Consumer Reports' 2021 Winter Survey of 5,990 CR members reporting on their mattress purchases made in 2020 and the first quarter of 2021. Reader Score represents members' overall satisfaction with their retail experience. If all respondents are "completely satisfied" with a particular store, the reader score would be 100; a score of 80 indicates that respondents are "very satisfied" on average; 60, "fairly well satisfied." Differences of less than 5 points are not meaningful. 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. Selection refers to the range of available mattress brands or models. Sales 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. Floor Model Cleanliness specifies the cleanliness of the mattresses in the store showroom. On-Time Delivery refers to the timeliness of the mattress delivery service. Delivery Quality is indicative of the quality of the mattress delivery service. 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 store.