

12 Rated Stores
(as of March 2023)



Store	Overall Rating	PRICE SATISFACTION	SELECTION	SERVICE	CUSTOMER SUPPORT
Original Mattress Factory	93	4/5	4/5	5/5	5/5
Costco	88	5/5	1/5	3/5	4/5
Amazon.com	88	4/5	4/5	-	4/5
Sleep Number (Select Comfort)	87	2/5	4/5	4/5	4/5
Local independent retailers	87	4/5	3/5	4/5	4/5
Casper	86	3/5	4/5	4/5	4/5
Sleep Country	86	3/5	4/5	4/5	4/5
Macy's	85	4/5	3/5	4/5	3/5
Avocado	85	2/5	3/5	3/5	4/5
Mattress Firm	85	3/5	4/5	4/5	4/5

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<p>Saatva</p>	<p>85</p>	<p>PRICE SATISFACTION 3/5</p> <p>SELECTION 4/5</p> <p>SERVICE 4/5</p> <p>CUSTOMER SUPPORT 4/5</p>
<p>Denver Mattress Company</p>	<p>84</p>	<p>PRICE SATISFACTION 3/5</p> <p>SELECTION 4/5</p> <p>SERVICE 4/5</p> <p>CUSTOMER SUPPORT 4/5</p>

Ratings are based on the Consumer Reports' 2022 Winter Survey of 3,944 CR members reporting on their mattress purchases made in 2021 and the first quarter of 2022. 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 4 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.