

26 Rated Stores

(as of August 2025)



OVERALL SATISFACTION SCORE	88	Original Mattress Factory ¹	PRICE SATISFACTION	<div><div></div><div></div></div>	4/5
			SERVICE	<div><div></div><div></div></div>	5/5
			CUSTOMER SUPPORT	<div><div></div><div></div></div>	5/5
			SELECTION	<div><div></div><div></div></div>	5/5
OVERALL SATISFACTION SCORE	75	Saatva	PRICE SATISFACTION	<div><div></div><div></div></div>	3/5
			SERVICE	<div><div></div><div></div></div>	4/5
			CUSTOMER SUPPORT	<div><div></div><div></div></div>	5/5
			SELECTION	<div><div></div><div></div></div>	4/5
OVERALL SATISFACTION SCORE	74	Jordan's Furniture ¹	PRICE SATISFACTION	<div><div></div><div></div></div>	3/5
			SERVICE	<div><div></div><div></div></div>	4/5
			CUSTOMER SUPPORT	<div><div></div><div></div></div>	5/5
			SELECTION	<div><div></div><div></div></div>	5/5
OVERALL SATISFACTION SCORE	70	Macy's ¹	PRICE SATISFACTION	<div><div></div><div></div></div>	3/5
			SERVICE	<div><div></div><div></div></div>	4/5
			CUSTOMER SUPPORT	<div><div></div><div></div></div>	4/5
			SELECTION	<div><div></div><div></div></div>	4/5
OVERALL SATISFACTION SCORE	69	Raymour & Flanigan ¹	PRICE SATISFACTION	<div><div></div><div></div></div>	3/5
			SERVICE	<div><div></div><div></div></div>	4/5
			CUSTOMER SUPPORT	<div><div></div><div></div></div>	4/5
			SELECTION	<div><div></div><div></div></div>	4/5
OVERALL SATISFACTION SCORE	68	Denver Mattress Company ¹	PRICE SATISFACTION	<div><div></div><div></div></div>	3/5
			SERVICE	<div><div></div><div></div></div>	4/5
			CUSTOMER SUPPORT	<div><div></div><div></div></div>	4/5
			SELECTION	<div><div></div><div></div></div>	4/5
OVERALL SATISFACTION SCORE	68	Local independent retailers ¹	PRICE SATISFACTION	<div><div></div><div></div></div>	3/5
			SERVICE	<div><div></div><div></div></div>	4/5
			CUSTOMER SUPPORT	<div><div></div><div></div></div>	4/5
			SELECTION	<div><div></div><div></div></div>	3/5
OVERALL SATISFACTION SCORE	68	Tempur-Pedic Store	PRICE SATISFACTION	<div><div></div><div></div></div>	1/5
			SERVICE	<div><div></div><div></div></div>	4/5
			CUSTOMER SUPPORT	<div><div></div><div></div></div>	5/5
			SELECTION	<div><div></div><div></div></div>	4/5
OVERALL SATISFACTION SCORE	67	Costco	PRICE SATISFACTION	<div><div></div><div></div></div>	5/5
			SERVICE	<div><div></div><div></div></div>	3/5
			CUSTOMER SUPPORT	<div><div></div><div></div></div>	4/5
			SELECTION	<div><div></div><div></div></div>	1/5
OVERALL SATISFACTION SCORE	66	Nectar ²	PRICE SATISFACTION	<div><div></div><div></div></div>	4/5
			SERVICE	<div><div></div><div></div></div>	-
			CUSTOMER SUPPORT	<div><div></div><div></div></div>	-
			SELECTION	<div><div></div><div></div></div>	3/5
OVERALL SATISFACTION SCORE	66	Amazon.com ²	PRICE SATISFACTION	<div><div></div><div></div></div>	4/5
			SERVICE	<div><div></div><div></div></div>	3/5
			CUSTOMER SUPPORT	<div><div></div><div></div></div>	3/5
			SELECTION	<div><div></div><div></div></div>	3/5
OVERALL SATISFACTION SCORE	64	Casper	PRICE SATISFACTION	<div><div></div><div></div></div>	3/5
			SERVICE	<div><div></div><div></div></div>	4/5
			CUSTOMER SUPPORT	<div><div></div><div></div></div>	4/5
			SELECTION	<div><div></div><div></div></div>	3/5
OVERALL SATISFACTION SCORE	64	Bob's Discount Furniture ¹	PRICE SATISFACTION	<div><div></div><div></div></div>	3/5
			SERVICE	<div><div></div><div></div></div>	4/5
			CUSTOMER SUPPORT	<div><div></div><div></div></div>	4/5
			SELECTION	<div><div></div><div></div></div>	3/5
OVERALL SATISFACTION SCORE	64	Mattress Firm ¹	PRICE SATISFACTION	<div><div></div><div></div></div>	3/5
			SERVICE	<div><div></div><div></div></div>	4/5
			CUSTOMER SUPPORT	<div><div></div><div></div></div>	4/5
			SELECTION	<div><div></div><div></div></div>	3/5

26 Rated Stores

(as of August 2025)

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OVERALL SATISFACTION SCORE		PRICE SATISFACTION		3/5
63	Sleep Country ¹	SERVICE		4/5
		CUSTOMER SUPPORT		4/5
		SELECTION		4/5
OVERALL SATISFACTION SCORE		PRICE SATISFACTION		4/5
61	Wayfair ²	SERVICE		-
		CUSTOMER SUPPORT		-
		SELECTION		3/5
OVERALL SATISFACTION SCORE		PRICE SATISFACTION		3/5
60	Mattress Warehouse ¹	SERVICE		4/5
		CUSTOMER SUPPORT		4/5
		SELECTION		4/5
OVERALL SATISFACTION SCORE		PRICE SATISFACTION		2/5
60	Sleep Number ¹	SERVICE		4/5
		CUSTOMER SUPPORT		4/5
		SELECTION		4/5
OVERALL SATISFACTION SCORE		PRICE SATISFACTION		3/5
58	DreamCloud ²	SERVICE		-
		CUSTOMER SUPPORT		-
		SELECTION		3/5
OVERALL SATISFACTION SCORE		PRICE SATISFACTION		2/5
57	Avocado	SERVICE		4/5
		CUSTOMER SUPPORT		4/5
		SELECTION		3/5
OVERALL SATISFACTION SCORE		PRICE SATISFACTION		4/5
54	IKEA	SERVICE		2/5
		CUSTOMER SUPPORT		-
		SELECTION		2/5
OVERALL SATISFACTION SCORE		PRICE SATISFACTION		2/5
53	Ashley ¹	SERVICE		3/5
		CUSTOMER SUPPORT		3/5
		SELECTION		3/5
OVERALL SATISFACTION SCORE		PRICE SATISFACTION		2/5
52	Rooms to Go ¹	SERVICE		3/5
		CUSTOMER SUPPORT		-
		SELECTION		3/5
OVERALL SATISFACTION SCORE		PRICE SATISFACTION		4/5
50	Sam's Club	SERVICE		-
		CUSTOMER SUPPORT		-
		SELECTION		1/5
OVERALL SATISFACTION SCORE		PRICE SATISFACTION		2/5
50	The Brick ¹	SERVICE		3/5
		CUSTOMER SUPPORT		-
		SELECTION		3/5
OVERALL SATISFACTION SCORE		PRICE SATISFACTION		4/5
47	Walmart	SERVICE		-
		CUSTOMER SUPPORT		-
		SELECTION		2/5

¹ Ratings based heavily on in-store mattress purchases.

² Ratings based heavily on online mattress purchases.

Ratings are based on the Consumer Reports' 2024 and 2025 Winter Surveys of 9,720 CR members reporting on 9,826 mattress purchases made in 2024 and the first quarter of 2025. Overall Satisfaction Score of each mattress retailer is derived from CR members' ratings of Customer Support, Service, Price, Quality of Delivery, On-Time Delivery, Selection, Website Usability, Web Support, 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." Customer Support is indicative of the quality of customer support for things such as phone service and shipping information. Service refers to the quality of service from sales help. Price is a rating of the price paid for the mattresses. Quality of Delivery is indicative of the quality of the mattress delivery service. On-Time Delivery refers to the timeliness of the mattress delivery service. Selection refers to the range of available mattress brands or models. Website Usability measures the clarity, completeness, comparison tools, and navigation of the retailers' website. Web Support refers to the quality of online shopping assistance such as FAQ's, email notifications, shipping trackers, and live chat or phone support staff. 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.