CR Consumer Reports®

RATINGS

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Mattress Stores

7 Rated Stores		WORSE	O S BETTER
	PRICE SATISFACTION		4/5
Original Mattress Factory ¹	94 SELECTION SERVICE		4/5 5/5
	CUSTOMER SUPPORT		5 /5
	PRICE SATISFACTION		3 /5
Saatva ²	85 SELECTION SERVICE		4 /5
	CUSTOMER SUPPORT		5 /5 5 /5
	PRICE SATISFACTION		3 /5
	SELECTION		4/5
Mattress Warehouse ¹	79 SERVICE		5 /5
	CUSTOMER SUPPORT		-
	PRICE SATISFACTION		3 /5
Denver Mattress Company ¹	SELECTION		4/5
Deriver Mattless Company	74 SERVICE		4/5
	CUSTOMER SUPPORT		4/5
	PRICE SATISFACTION		3 /5
Raymour & Flanigan ¹	73 SELECTION SERVICE		4/5
, 3	CUSTOMER SUPPORT		4/5 4/5
	PRICE SATISFACTION		5 /5
Cashar	SELECTION		1/5
Costco	72 SERVICE		3 /5
	CUSTOMER SUPPORT		4/5
	PRICE SATISFACTION		4 /5
Local independent retailers ¹	72 SELECTION SERVICE		3 /5
	CUSTOMER SUPPORT		4/5 4/5
	PRICE SATISFACTION		5 /5
Amazon.com ²	71 SELECTION SERVICE		4/5 4/5
	CUSTOMER SUPPORT		4/5
	PRICE SATISFACTION		2 /5
	SELECTION		4/5
Sleep Number (Select Comfort) ¹	70 SELECTION SERVICE		5 /5
	CUSTOMER SUPPORT		4/5
	PRICE SATISFACTION		3 /5
Casper	69 SELECTION		3 /5
	SERVICE		5 /5
	CUSTOMER SUPPORT		4/5

17 Rated Stores

8	\bigcirc	0	\bigcirc	\otimes
WOF	SE 🛏		BE	TTER

	PRICE SATISFACTION	DN 3/5
Macy's ¹	SELECTIO	
Macy 5	68 SERVI	
	CUSTOMER SUPPO	RT 4/5
	PRICE SATISFACTIO	DN 2/5
Mattress Firm ¹	SELECTIO	DN 3/5
Mattress Firm	65 SELECTIC	CE 4/5
	CUSTOMER SUPPO	RT 4/5
	PRICE SATISFACTIO	DN 2 /5
Avocado ²	SELECTIO	DN 3/5
Avocado ²	63 SERVI	CE 4/5
	CUSTOMER SUPPO	RT 4/5
	PRICE SATISFACTIO	DN 2 /5
Classe Constant 1	SELECTIO	DN 3 /5
Sleep Country ¹	62 SERVI	CE 4/5
	CUSTOMER SUPPO	RT 4/5
	PRICE SATISFACTIO	DN 3/5
No. story 2	SELECTIO	- NC
Nectar ²	61 SERVI	CE -
	CUSTOMER SUPPO	-
	PRICE SATISFACTIO	DN 5/5
	SELECTIO	- NC
IKEA	57 SELECTION	CE -
	CUSTOMER SUPPO	RT 2/5
	PRICE SATISFACTIO	DN 2 /5
Ashley Furniture Home Store 1	SELECTIO	DN 3/5
Ashley Furniture HomeStore ¹	50 SERVI	CE 3/5
	CUSTOMER SUPPO	RT 3/5

¹ Ratings based heavily on in-store mattress purchases.

² Ratings based heavily on online mattress purchases.

Ratings are based on the Consumer Reports' 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 timeliness of the mattress delivery service. Quality of Delivery is indicative of the quality of the mattress delivery service. 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. 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.

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