

20 Rated Stores
(as of May 2025)



Store	Overall Satisfaction Score	Price Satisfaction	Service	Customer Support	Selection
Original Mattress Factory ¹	83	4/5	5/5	5/5	4/5
Saatva ²	79	3/5	5/5	5/5	4/5
Local independent retailers ¹	74	3/5	4/5	5/5	3/5
Denver Mattress Company ¹	74	3/5	4/5	5/5	4/5
Raymour & Flanigan ¹	72	3/5	5/5	4/5	4/5
Avocado	71	2/5	5/5	5/5	4/5
Macy's ¹	71	3/5	5/5	4/5	4/5
Costco	71	5/5	3/5	4/5	1/5
Amazon.com ²	67	4/5	3/5	3/5	4/5
Nectar ²	67	4/5	-	-	3/5
Sleep Number (Select Comfort) ¹	67	2/5	5/5	4/5	4/5

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(as of May 2025)



Store	Overall Satisfaction Score	Price Satisfaction	Service	Customer Support	Selection
Mattress Firm ¹	66	3/5	4/5	4/5	3/5
Sleep Country ¹	65	3/5	4/5	4/5	3/5
The Brick ¹	65	3/5	4/5	-	4/5
Tempur-Pedic Store	65	2/5	-	-	-
Ashley Furniture HomeStore ¹	64	3/5	4/5	4/5	3/5
Casper	62	3/5	4/5	4/5	3/5
Mattress Warehouse ¹	59	3/5	4/5	3/5	3/5
Rooms to Go ¹	56	2/5	4/5	-	3/5
IKEA	54	4/5	-	-	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' 2023 and 2024 Winter Surveys of 7,234 CR members reporting on their mattress purchases made in 2023 and the first quarter of 2024. 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.