

26 Rated Stores (as of November 2025)



88	Original Mattress Factory ¹ ✓ CR RECOMMENDED	PRICE SATISFACTION		4/5
		SERVICE		5/5
		CUSTOMER SUPPORT		5/5
		SELECTION		5/5
75	Saatva ✓ CR RECOMMENDED	PRICE SATISFACTION		3/5
		SERVICE		4/5
		CUSTOMER SUPPORT		5/5
		SELECTION		4/5
74	Jordan's Furniture ¹ ✓ CR RECOMMENDED	PRICE SATISFACTION		3/5
		SERVICE		4/5
		CUSTOMER SUPPORT		5/5
		SELECTION		5/5
70	Macy's ¹	PRICE SATISFACTION		3/5
		SERVICE		4/5
		CUSTOMER SUPPORT		4/5
		SELECTION		4/5
69	Raymour & Flanigan ¹	PRICE SATISFACTION		3/5
		SERVICE		4/5
		CUSTOMER SUPPORT		4/5
		SELECTION		4/5
68	Denver Mattress Company ¹	PRICE SATISFACTION		3/5
		SERVICE		4/5
		CUSTOMER SUPPORT		4/5
		SELECTION		4/5
68	Local independent retailers ¹	PRICE SATISFACTION		3/5
		SERVICE		4/5
		CUSTOMER SUPPORT		4/5
		SELECTION		3/5
68	Tempur-Pedic Store	PRICE SATISFACTION		1/5
		SERVICE		4/5
		CUSTOMER SUPPORT		5/5
		SELECTION		4/5
67	Costco	PRICE SATISFACTION		5/5
		SERVICE		3/5
		CUSTOMER SUPPORT		4/5
		SELECTION		1/5
66	Nectar ²	PRICE SATISFACTION		4/5
		SERVICE		-
		CUSTOMER SUPPORT		-
		SELECTION		3/5

26 Rated Stores

(as of November 2025)



66	Amazon.com ²	PRICE SATISFACTION		4/5
		SERVICE		3/5
		CUSTOMER SUPPORT		3/5
		SELECTION		3/5
64	Casper	PRICE SATISFACTION		3/5
		SERVICE		4/5
		CUSTOMER SUPPORT		4/5
		SELECTION		3/5
64	Bob's Discount Furniture ¹	PRICE SATISFACTION		3/5
		SERVICE		4/5
		CUSTOMER SUPPORT		4/5
		SELECTION		3/5
64	Mattress Firm ¹	PRICE SATISFACTION		3/5
		SERVICE		4/5
		CUSTOMER SUPPORT		4/5
		SELECTION		3/5
63	Sleep Country ¹	PRICE SATISFACTION		3/5
		SERVICE		4/5
		CUSTOMER SUPPORT		4/5
		SELECTION		4/5
61	Wayfair ²	PRICE SATISFACTION		4/5
		SERVICE		-
		CUSTOMER SUPPORT		-
		SELECTION		3/5
60	Mattress Warehouse ¹	PRICE SATISFACTION		3/5
		SERVICE		4/5
		CUSTOMER SUPPORT		4/5
		SELECTION		4/5
60	Sleep Number ¹	PRICE SATISFACTION		2/5
		SERVICE		4/5
		CUSTOMER SUPPORT		4/5
		SELECTION		4/5
58	DreamCloud ²	PRICE SATISFACTION		3/5
		SERVICE		-
		CUSTOMER SUPPORT		-
		SELECTION		3/5
57	Avocado	PRICE SATISFACTION		2/5
		SERVICE		4/5
		CUSTOMER SUPPORT		4/5
		SELECTION		3/5
54	IKEA	PRICE SATISFACTION		4/5
		SERVICE		2/5
		CUSTOMER SUPPORT		-
		SELECTION		2/5

26 Rated Stores

(as of November 2025)



53	Ashley ¹	PRICE SATISFACTION		2/5
		SERVICE		3/5
		CUSTOMER SUPPORT		3/5
		SELECTION		3/5
52	Rooms to Go ¹	PRICE SATISFACTION		2/5
		SERVICE		3/5
		CUSTOMER SUPPORT		-
		SELECTION		3/5
50	Sam's Club	PRICE SATISFACTION		4/5
		SERVICE		-
		CUSTOMER SUPPORT		-
		SELECTION		1/5
50	The Brick ¹	PRICE SATISFACTION		2/5
		SERVICE		3/5
		CUSTOMER SUPPORT		-
		SELECTION		3/5
47	Walmart	PRICE SATISFACTION		4/5
		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.