

17 Rated Stores
(as of March 2024)



Store	Overall Satisfaction Score	Price Satisfaction	Service	Customer Support	Selection
Original Mattress Factory ¹	94	4/5	5/5	5/5	5/5
Saatva ²	85	3/5	5/5	5/5	4/5
Mattress Warehouse ¹	79	3/5	5/5	-/5	4/5
Denver Mattress Company ¹	74	3/5	4/5	4/5	4/5
Raymour & Flanigan ¹	73	3/5	4/5	4/5	4/5
Costco	72	5/5	3/5	4/5	1/5
Local independent retailers ¹	72	3/5	4/5	4/5	3/5
Amazon.com ²	71	5/5	4/5	4/5	4/5
Sleep Number (Select Comfort) ¹	70	2/5	5/5	4/5	4/5
Casper	69	3/5	5/5	4/5	3/5

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Macy's ¹	<p>OVERALL SATISFACTION SCORE</p> <p>68</p>	<p>PRICE SATISFACTION</p> <p>SERVICE</p> <p>CUSTOMER SUPPORT</p> <p>SELECTION</p>	<p>3/5</p> <p>4/5</p> <p>4/5</p> <p>4/5</p>
Mattress Firm ¹	<p>OVERALL SATISFACTION SCORE</p> <p>65</p>	<p>PRICE SATISFACTION</p> <p>SERVICE</p> <p>CUSTOMER SUPPORT</p> <p>SELECTION</p>	<p>2/5</p> <p>4/5</p> <p>4/5</p> <p>3/5</p>
Avocado ²	<p>OVERALL SATISFACTION SCORE</p> <p>63</p>	<p>PRICE SATISFACTION</p> <p>SERVICE</p> <p>CUSTOMER SUPPORT</p> <p>SELECTION</p>	<p>2/5</p> <p>4/5</p> <p>4/5</p> <p>3/5</p>
Sleep Country ¹	<p>OVERALL SATISFACTION SCORE</p> <p>62</p>	<p>PRICE SATISFACTION</p> <p>SERVICE</p> <p>CUSTOMER SUPPORT</p> <p>SELECTION</p>	<p>2/5</p> <p>4/5</p> <p>4/5</p> <p>3/5</p>
Nectar ²	<p>OVERALL SATISFACTION SCORE</p> <p>61</p>	<p>PRICE SATISFACTION</p> <p>SERVICE</p> <p>CUSTOMER SUPPORT</p> <p>SELECTION</p>	<p>3/5</p> <p>-/5</p> <p>-/5</p> <p>-/5</p>
IKEA	<p>OVERALL SATISFACTION SCORE</p> <p>57</p>	<p>PRICE SATISFACTION</p> <p>SERVICE</p> <p>CUSTOMER SUPPORT</p> <p>SELECTION</p>	<p>5/5</p> <p>-/5</p> <p>-/5</p> <p>2/5</p>
Ashley Furniture HomeStore ¹	<p>OVERALL SATISFACTION SCORE</p> <p>50</p>	<p>PRICE SATISFACTION</p> <p>SERVICE</p> <p>CUSTOMER SUPPORT</p> <p>SELECTION</p>	<p>2/5</p> <p>3/5</p> <p>3/5</p> <p>3/5</p>

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 FAQs, 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.