

Ratings Mattress brands

In order of reader score.

Order	Brand	Reader score	Survey results	
			Would definitely buy again	Median price
		0	100	
1	Tempur-Pedic	83	60%	\$2,408
2	Original Mattress Factory	81	52	891
3	Select Comfort	80	57	2,125
4	Denver Mattress	78	43	861
5	Simmons	76	39	1,325
6	Kingsdown	74	34	1,936
7	Serta	74	31	983
8	Sealy	73	32	1,034
9	Stearns & Foster	69	33	1,785
10	Spring Air	66	24	1,095

Guide to the Ratings

Our survey was conducted by the Consumer Reports National Research Center. Mattress brand Ratings are based on 13,471 responses about mattresses purchased new between January 2005 and June 2009. Retailer Ratings are based on 5,296 shopping experiences at walk-in retailers between January 2007 and June 2009. Findings reflect the experiences of our online subscribers but not necessarily those of the general population. **Reader score** reflects overall satisfaction with a particular brand or retailer. Retailer Ratings were tied most closely to service, selection, and price but are not limited to the factors listed under survey results. A score of 100 would mean all respondents were completely satisfied; 80 would mean very satisfied; 60, fairly well satisfied. Differences of fewer than 4 points (for brands) and 5 points (for retailers) are not meaningful. Information about fees and returns was provided by the companies.



Ratings Stores

In order of reader score.

Order	Retailer	Reader score	Survey results			Delivery fee	Return policy (1)
			Service	Selection	Price		
		0	100				
1	The Original Mattress Factory ² originalmattress.com	88	●	●	●	no \$45.	12-month "comfort exchange," but you forfeit 25 percent of mattress price. Redelivery fee also applies.
2	Costco costco.com	85	●	●	●	yes	No delivery option for in-store orders. Online, shipping and delivery are included in price. Full money-back refund without penalty. No time limit.
3	Sleep Train ² sleeptrain.com	83	○	●	○	no	None. 100-day exchange (only one return allowed). No fees or penalties.
4	Denver Mattress denvermattress.com	80	○	○	●	yes	Usually \$225; can depend on location and mattress weight. 30-day money-back guarantee, minus shipping and handling fees.
5	Mattress Firm mattressfirm.com	79	○	○	○	no	\$50 for mattresses under \$399, otherwise free. 90-day exchange but \$59 redelivery fee. Will buy back mattress within 95 days at 90 percent of price paid.
6	Select Comfort selectcomfort.com	79	○	○	●	yes	\$60 for standard shipping; \$160 for "comfort service," including setup, delivery, and removal. 45-day refund or exchange (only one return allowed). Return shipping and redelivery fees apply.
7	Tempur-Pedic tempurpedic.com	79	○	○	●	yes	None. 90-day refund or exchange. Return fees range from \$175 to \$299, depending on model.
8	Macy's macys.com	77	○	○	○	yes	\$70 for mattresses below \$797, otherwise free. 30-day exchange. 10 percent handling and \$70 redelivery fees apply.
9	Mattress Discounters ² mattressdiscounters.com	75	○	○	●	no	Free or \$79, depending on brand. 60-day exchange. 15 percent handling and redelivery fees apply.
10	Mattress Warehouse ² mattresswarehouse.com	75	○	○	○	no	\$40, sometimes waived during promotions or for pricier purchases. 90-day exchange. 20 percent restocking fee and \$53 redelivery charge apply.
11	Sam's Club samsclub.com	75	●	●	●	yes	No delivery for in-store orders. Online, shipping is usually included in price or is based on destination. Money-back guarantee anytime without penalty. In-store purchases must be returned to club by member. Sam's will arrange for free return of mattresses bought online.
12	Sears sears.com	75	○	○	○	yes	\$65. 30-day refund or exchange. 15 percent restocking fee applies. No second delivery charge.
13	Mattress Giant ² mattressgiant.com	74	○	○	○	yes	\$60. 90-day exchange; \$160 return fee applies (covers cost of redelivery).
14	Sleepys ² sleepys.com	74	○	○	○	yes	\$150 same day, otherwise \$90. 21-day exchange. Exchange fee is \$149 to \$399, depending on model, plus redelivery fee.

1 Retailers typically specify minimum time you must keep mattress before they will accept a return. Varies by retailer. 2 Regional retailer.

