

**Rest Assured: Overall Mattress Satisfaction Increases, J.D. Power Finds**Tempur-Pedic Ranks Highest in Both Online and Retail Segments for Second Consecutive Year

**TROY, Mich.: 3 Nov. 2022** — Led by increases in satisfaction with warranties and features of mattresses purchased online along with an increase in customer service satisfaction among mattresses purchased in-store, overall satisfaction with mattress purchases increases 5 points (on a 1,000-point scale) from a year ago, according to the J.D. Power 2022 Mattress Satisfaction Report,<sup>SM</sup> released today.

**Study Rankings**

**Tempur-Pedic** ranks highest in customer satisfaction in the online mattress segment for a second consecutive year, with a score of 894. **Casper** (886) ranks second and **Purple** (884) ranks third.

Tempur-Pedic ranks highest in customer satisfaction in the retail mattress segment for a fourth consecutive year, with a score of 905. **Sleep Number** (875) ranks second and **Serta** (874) ranks third.

The 2022 Mattress Satisfaction Report, now in its seventh year, measures customer satisfaction with mattresses purchased in-store (retail) and online based on seven factors (in order of importance): comfort; price; support; durability; warranty; variety of features; and customer service.

The report is based on responses from 2,030 customers who purchased a mattress in the 12 months prior to fielding the survey. The report was fielded in August-September 2022.

See the online press release at <http://www.jdpower.com/pr-id/2022157>.

**About J.D. Power**

**J.D. Power** is a global leader in consumer insights, advisory services and data and analytics. A pioneer in the use of big data, artificial intelligence (AI) and algorithmic modeling capabilities to understand consumer behavior, J.D. Power has been delivering incisive industry intelligence on customer interactions with brands and products for more than 50 years. The world's leading businesses across major industries rely on J.D. Power to guide their customer-facing strategies.

J.D. Power is headquartered in Troy, Mich., and has offices in North America, Europe and Asia Pacific. To learn more about the company's business offerings, visit [JDPower.com/business](https://www.jdpower.com/business). The J.D. Power auto shopping tool can be found at [JDPower.com](https://www.jdpower.com).

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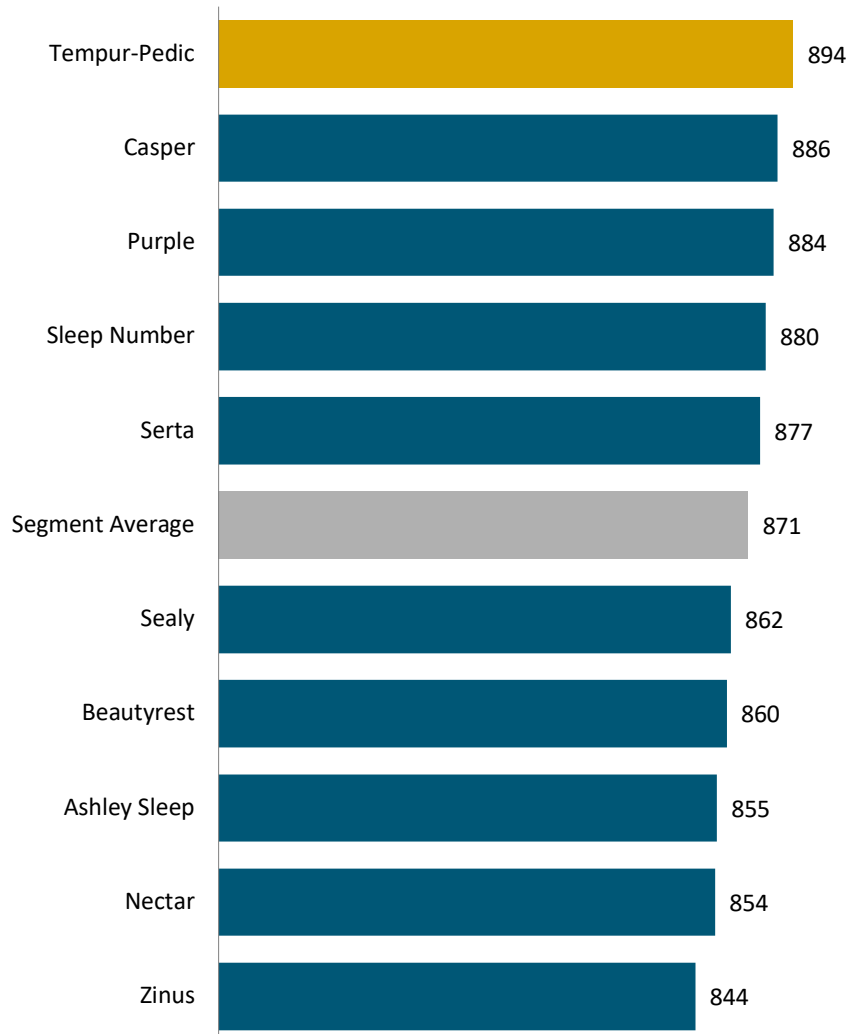
NOTE: Two charts follow.

# J.D. Power 2022 Mattress Satisfaction Report<sup>SM</sup>

## Overall Customer Satisfaction Index Ranking

(Based on a 1,000-point scale)

### Online Mattress



Source: J.D. Power 2022 Mattress Satisfaction Report<sup>SM</sup>

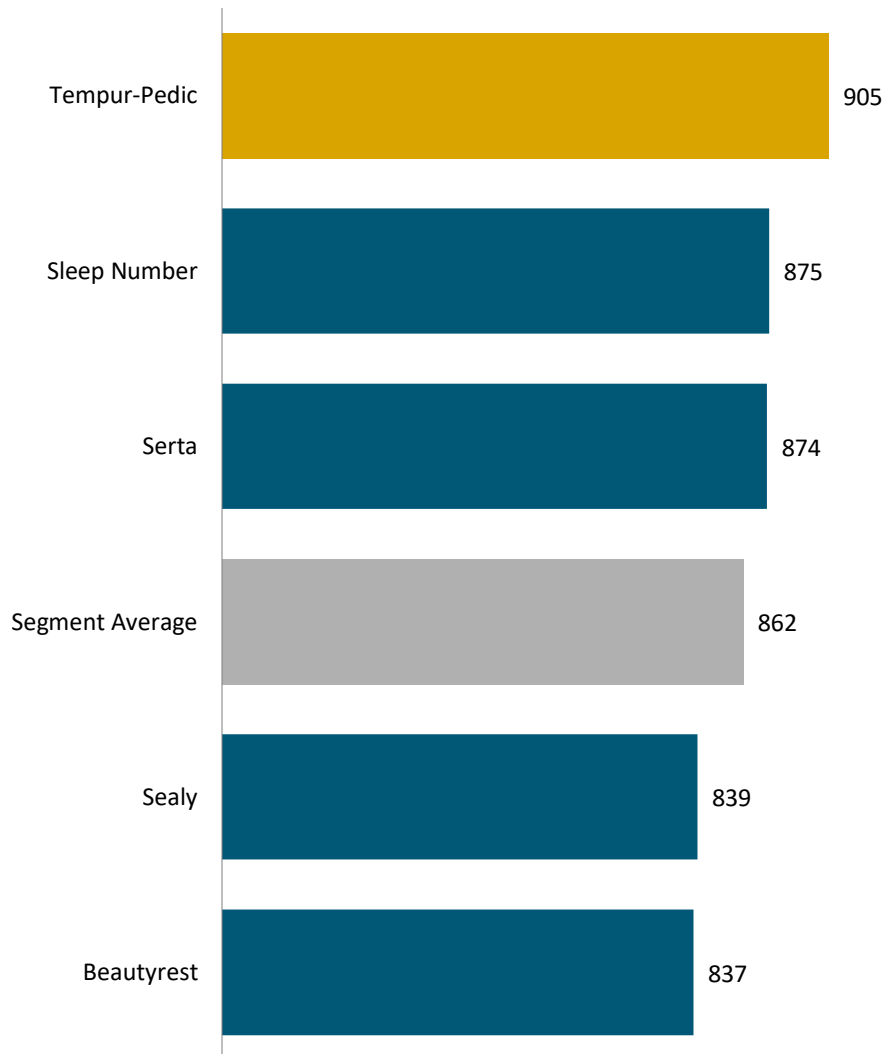
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# J.D. Power 2022 Mattress Satisfaction Report<sup>SM</sup>

## Overall Customer Satisfaction Index Ranking

(Based on a 1,000-point scale)

### Retail Mattress



Source: J.D. Power 2022 Mattress Satisfaction Report<sup>SM</sup>

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