

Despite Inability to “Test” Mattress, Online Buyers Impressed with Comfort, J.D. Power FindsTempur-Pedic Ranks Highest in Both Retail and Online Segments

TROY, Mich.: 2 Nov. 2021 — Despite not being able to lie down and “test” a mattress from an online mattress company before purchasing, customer satisfaction with the comfort of an online mattress purchase increases to 880 (on a 1,000-point scale) from 867 in 2020, according to the J.D. Power 2021 Mattress Satisfaction Report,SM released today. Additionally, retail stores see a boost in customer service satisfaction with a score of 822, up from 770 in 2020.

Study Rankings

Tempur-Pedic ranks highest in customer satisfaction among online mattresses with a score of 882. **Sleep Number** (881) ranks second and **Purple** (878) ranks third.

Tempur-Pedic ranks highest in customer satisfaction among retail mattresses, with a score of 897. Sleep Number (867) ranks second.

The 2021 Mattress Satisfaction Report, now in its seventh year, measures customer satisfaction with mattress purchases 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 2,348 customers who purchased a mattress in the 12 months prior to fielding the survey. The report was fielded in September-October 2021.

See the online press release at <http://www.jdpower.com/pr-id/2021124>.

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 has offices in North America, Europe and Asia Pacific. To learn more about the company's business offerings, visit JDPower.com/business. The J.D. Power auto shopping tool can be found at JDPower.com.

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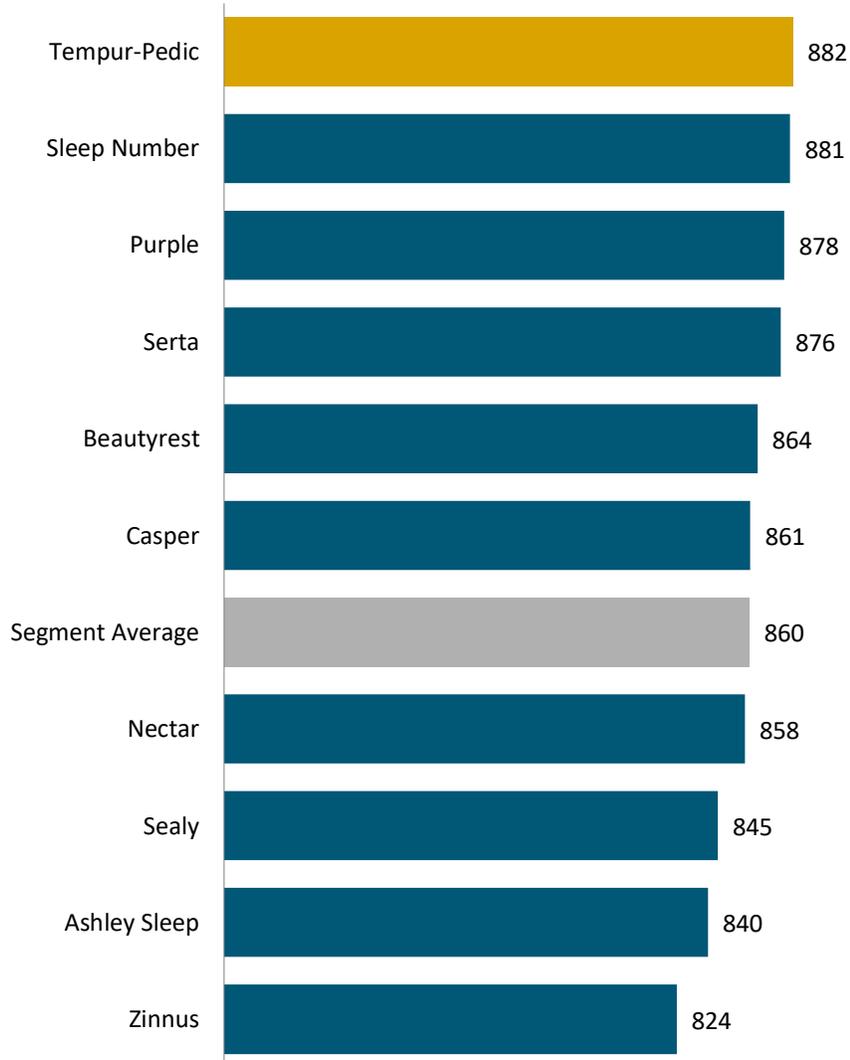
NOTE: Two charts follow.

J.D. Power 2021 Mattress Satisfaction ReportSM

Overall Customer Satisfaction Index Ranking

(Based on a 1,000-point scale)

Online Mattress



Source: J.D. Power 2021 Mattress Satisfaction StudySM

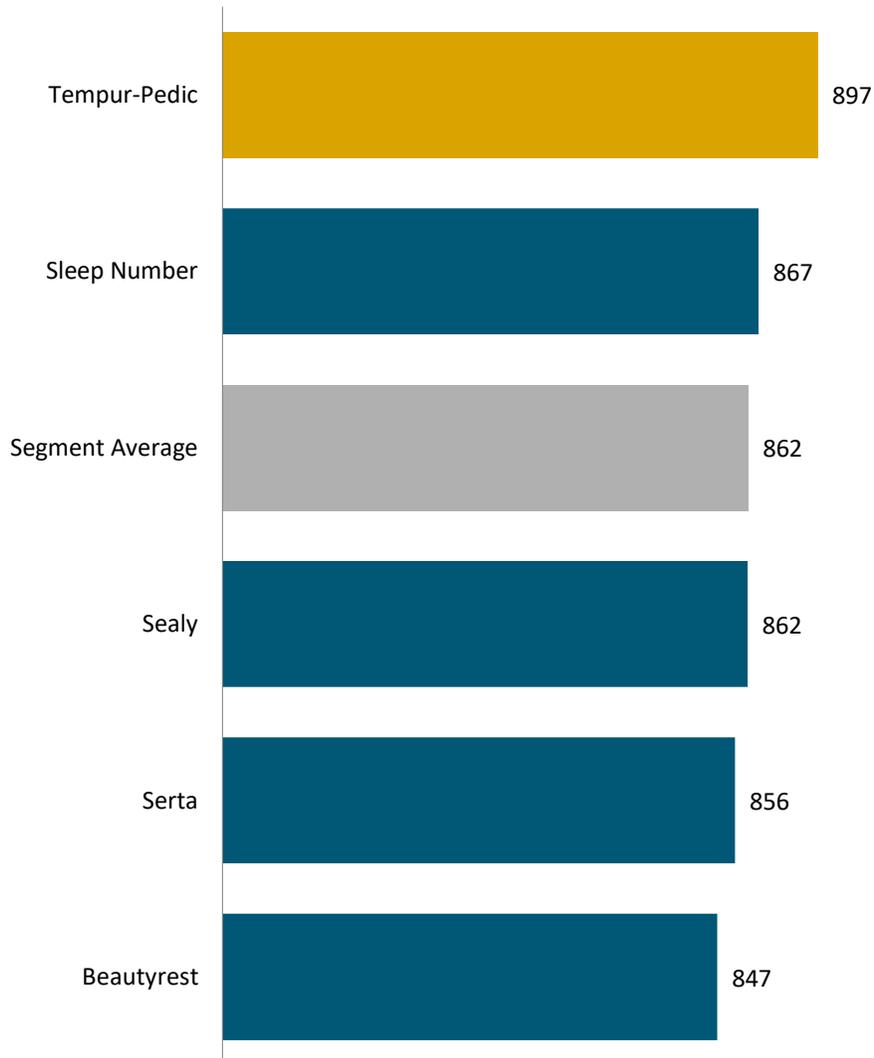
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J.D. Power 2021 Mattress Satisfaction ReportSM

Overall Customer Satisfaction Index Ranking

(Based on a 1,000-point scale)

Retail Mattress



Note: "Simmons/Beautyrest" has been renamed to "Beautyrest"

Source: J.D. Power 2021 Mattress Satisfaction StudySM

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