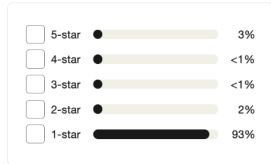


★ 1.1

All reviews

189 total · Write a review



Jasmine
US • 1 review

Oct 29, 2024



Poor Quality and customer service

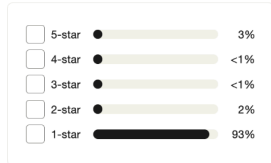
I purchased a \$4,000 mattress, and within less than a year, it started to bulge. With my husband deployed for the last 8 months, I've been the sole user of the mattress. As a petite person who takes great care of our belongings, there's no reason it should have developed this issue. I am frustrated with the warranty process. It's unacceptable that I, as the consumer, have to bear the shipping costs for a faulty product. They claim to be the best in customer service, yet I find it unjust that I have to cover the expenses due to their poor quality. Had I known this would be the case, I would have chosen a different brand.

Date of experience: October 25, 2024

★ 1.1

All reviews

189 total · Write a review



SA Samuel
US • 1 review

Nov 22, 2024



Will Never Purchase A Tempur-Pedic Product Ever Again

After less than two years of ownership and care, our \$4,000+ bed developed mold on the underside of the mattress. We reached out to tempurpedic for assistance and they did not help us out at all. I have not ever in my life been more frustrated with a company that I've purchased a product from. It would be one thing if we bought a \$600 mattress and we were treated this way, but this is THE definitive mattress brand in the US.

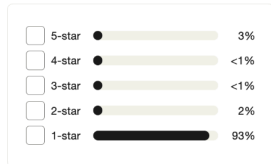
Well, not anymore. I will be spreading the word wherever possible that this company is truly rotten. Will never purchase a Tempur product ever again.

Date of experience: November 07, 2024

★ 1.1

All reviews

189 total · Write a review



EV Eve
US • 3 reviews

A day ago



Never again

Never again. I spent over 100 hours trying to get an exchange, then a return, with Tempurpedic. Employees didn't return calls, didn't do what they promised, & were severely lacking in communication with delivery people. I bought a ProAdapt mattress. It was unbearably hot & I exchanged it for ProBreeze (which I never got). They said I'd get a call to take payment and arrange delivery. Instead, they charged my credit card without my consent, never even called to schedule delivery, and overcharged me. I had to cancel my credit card for the fraudulent charge, and setting up delivery after I paid was nearly impossible. They denied they had my credit card number on file. Nobody knew who initiated the fraudulent charge - the store blamed customer service, customer service blamed the store, and everyone said they didn't have my card on file. It took over a month to issue a \$200 credit they said I'd get after I bought the mattress. Customer service blamed the store, and the store blamed customer service for being awful, once again. The store manager talked about how awful customer service is, and said they have huge mishaps regularly where customers end up with massive hassles. The delivery drivers broke my door (had to be replaced), and when they were going to exchange the mattress, delivery kept leaving me irate voicemails because I wasn't home and apparently someone had scheduled delivery without informing me. The driver kept leaving angry voicemails, then said he was coming at 10:30 at night. I called police. The delivery driver never showed up. I told Tempurpedic I wanted a full refund & they needed to pick up their mattress. It took dozens of phone calls, the delivery drivers showed up countless times when I hadn't even scheduled them and wasn't even home. I finally scheduled pick up and they never arrived, twice. We bought a Saatva mattress and their customer service is excellent - we couldn't be happier with it.

Date of experience: February 14, 2025