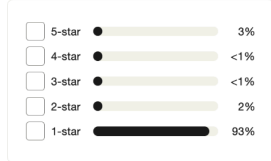


★ 1.1

All reviews

189 total · Write a review



Jasmine
US • 1 review

Oct 29, 2024



Poor Quality and customer service

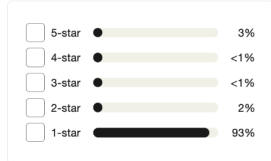
I purchased a \$4,000 mattress, and within less than a year, it started to bulge. With my husband deployed for the last 8 months, I've been the sole user of the mattress. As a petite person who takes great care of our belongings, there's no reason it should have developed this issue. I am frustrated 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



Jonathan Walters
US • 1 review

Jan 2, 2025



Beware buyers of Tempur Pedic...

Beware buyers of Tempur Pedic mattresses. I bought top of the line. After a few years, the mattress started deteriorating. It is literally falling apart.

The warranty claim process is BS. Jump through a ton of stupid hoops. Then they denied the claim saying the mattress issues were my fault for not having a cover on top of the mattress. I literally supplied pictures of the mattress with the cover in perfect shape (no tears, rips, stains, etc.).

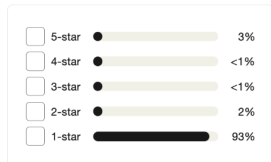
This company does not stand behind its products, and its products are subpar quality. If you want to avoid a mistake on a huge purchase, buy another brand.

Date of experience: January 02, 2025

★ 1.1

All reviews

189 total · Write a review



Phillip Mcleod
US • 1 review

Feb 16, 2025



Too expensive for poor quality and lack luster customer support

My wife and I bought a King sized Pro Adapt Medium Tempur Pedic bed 2.5 years ago. The bed was rock hard at first and we were ok with it as the sale rep informed us that the bed would adapt to us over time. Based on the explanation of the bed's technology, that made sense. The break in period took about a month. We had tolerable sleep with this mattress for some time but never the best of pleasure as it was hard to rotate on this bed and felt as though the bed literally enveloped you and had arms to hold you in place.

Unfortunately, this \$4000 investment has not been worthy as the bed sumps, my wife and I both wake up with lower back pain and customer support has been less than stellar. First, they only communicate via email. They give determinations with no explanation. Ultimately, we have had the bed for less than 3 years and should have better quality in the product and a more empathetic, customer centric customer support team.

Please do not waste your money on these mattresses or a company that fails to do all possible to maintain the reasonable satisfaction of their customers.

Date of experience: February 16, 2025