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<input type="checkbox"/> 1-star	●	93%

Kenneth Sisneros
US · 2 reviews
Feb 3, 2025

Mattress is okay, The warrenty is toilet paper

Had this mattress for about 5 to 6 years when we started to see issues with it. I reached out because there was a slant/sag on the left side of the mattress, and it was pretty significant. I turned in the photos like they asked, and they just kept asking for more and more. They basically asked so much that I stopped submitting. Fast forward a year, and the mattress got worse. This time I went back through their warranty process prepared. I have submitted over 20 pictures, and they keep stringing me on, asking for more or saying I didn't do it right. The pictures are obvious, but nope, they still want more. I have lost all faith in tempur-pedic at this point. Their warranty is a sham/scam, and they will just drag you along until you quit. My recommendation is if you want to purchase this mattress, just know the warranty is garbage, and it will fail on you. I only wish they would allow me to upload my photos so you can all see them.

Date of experience: February 03, 2025

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AG Ashley Gevecker
US · 3 reviews
Mar 8, 2025

Warranty is not "\$0 deductible." Hidden fees. Poor Quality

Our Pro Adapt King Medium hybrid started feeling like it was sagging about a year into owning it. We just felt like we were stuck as here was no way to show the sagging feeling when you weren't laying on it. Once we took the special cover off, I noticed through the 2nd cover, there were cracks about 2" wide and 3ft long in both spots where myself and my husband slept. For the warranty, we had to submit a ton of pictures, including the frame. Our warranty was granted, but it was for \$50 less than what the mattress costs. While the warranty policy makes it sound like there is "\$0 deductible" to replace the same mattress, this is not true. We were forced to pay that \$50 difference, plus the hidden \$175 shipping fee. Even though there's a tempurpedic store in our area, you are forced to pay that white glove shipping fee. So what happens when this replacement gives out in the next 2 years?! With over \$4000 paid for this mattress, this is unacceptable. Furthermore, you cannot talk to anyone with warranties over the phone. It is email only, and they take over a week to respond each time. Then they give you 69 days to decide on your replacement. It's all a well-thought out scam.

Date of experience: March 05, 2025

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PositiveThinking
US · 7 reviews
Mar 15, 2025

DON'T BUY TEMPUR PEDIC, WARRANTY IS WORTHLESS

What a crappy company that deceived my wife and I when we were looking for a firm mattress. One year after purchasing the "firm" mattress it became very soft. We thought we were covered because we also purchased a 10 years warranty. When we opened a case with Tempur Pedic they started referring to a policy requiring us to send pictures with a broom stick on top of the mattress. No matter how hard we tried, the pictures were not good enough. We stated that the mattress was causing us back pain and health issues. Tempur Pedic didn't care. We requested that they send a technician to our home to verify our problem with the mattress and they rejected the request. This company never said anything about these requirements at the time of purchasing.

Date of experience: February 28, 2025