



Sleep Number Ranks Highest in Customer Satisfaction in 2016 J.D. Power Mattress Report

November 30, 2016

Company also ranked highest in 2015

MINNEAPOLIS--(BUSINESS WIRE)--Nov. 30, 2016-- J.D. Power today announced that Sleep Number® ranks highest in customer satisfaction with mattresses. The [J.D. Power 2016 Mattress Satisfaction Report](#) measured customer satisfaction with mattress purchases based on seven factors: comfort, price, support, durability, warranty, features and customer service. Sleep Number achieved an overall satisfaction index score of 887, which is 32 points above the industry average of 855. In addition, Sleep Number achieved the highest score in the warranty and features study factors.

The J.D. Power 2016 Mattress Satisfaction Report is based on responses from 2,622 customers who purchased a mattress in the 12 months prior to fielding the survey. The report was fielded in October 2016.

"Our customers' satisfaction is the direct result of our team's dedication and passion to improving lives by delivering unparalleled sleep experiences," said Shelly Ibach, Select Comfort president and chief executive officer. "It is an honor to be rated highest in customer satisfaction with mattresses by J.D. Power two years in a row."

About J.D. Power

Headquartered in Westlake Village, Calif., J.D. Power is a global marketing information services company providing performance improvement, social media and customer satisfaction insights and solutions. The company's quality and satisfaction measurements are based on responses from millions of consumers annually. For more information on car reviews and ratings, car insurance, health insurance, cell phone ratings, and more, please visit jdpower.com. J.D. Power is a business unit of The McGraw-Hill Companies.

About Select Comfort Corporation

Nearly 30 years ago, [Sleep Number](#) transformed the mattress industry with the idea that 'one size does not fit all' when it comes to sleep. Today, the company is the leader in sleep innovation and ranked "Highest in Customer Satisfaction with Mattresses" by J.D. Power in 2015 and 2016. As the pioneer in biometric sleep monitoring and adjustability, Sleep Number is proving the connection between quality sleep and health and well-being. Dedicated to individualizing sleep experiences, the company's 3,600 employees are improving lives with innovative sleep solutions. To find better quality sleep visit one of our 530 U.S. Sleep Number® stores or SleepNumber.com.

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