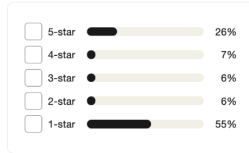


★ 1.8

All reviews

1,347 total · Write a review



Customer
 CA · 4 reviews

Feb 4, 2025

★☆☆☆☆

Absolutely Terrible Customer Service – Avoid at All Costs!

If I could give Sleep Country Canada zero stars, I would. I purchased two mattresses from them, expecting quality products backed by their so-called warranty. Unfortunately, their customer service is nothing short of a disaster.

Both mattresses developed issues far sooner than expected, and when I reached out for help, Sleep Country did everything possible to avoid honouring the warranty. They gave me the runaround, made me jump through endless hoops, and ultimately refused to take responsibility for defective products. Their so-called "warranty" is nothing but a scam—designed to make customers feel secure at the time of purchase but completely useless when problems arise.

To make matters worse, their staff were dismissive and unhelpful throughout the process. Instead of standing by their products and ensuring customer satisfaction, they seemed more interested in avoiding accountability and upselling me on another expensive mattress rather than fixing the ones I already paid for.

Sleep Country Canada does NOT care about their customers once they have your money. If you're considering buying from them, do yourself a favour and shop elsewhere. There are plenty of other companies with better products, fair warranties, and customer service that actually values its customers.

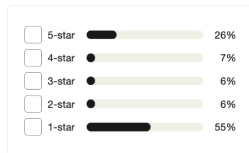
Save your money and your sanity—stay far away from Sleep Country Canada!

Date of experience: February 04, 2025

★ 1.8

All reviews

1,347 total · Write a review



Sue Cque
 CA · 1 review

Feb 26, 2025

★☆☆☆☆

Horrible customer service

Horrible customer service. I returned pillows and have been waiting 3 weeks for word on my refund. The only reply I received was that they would refund me 'in due course'... whatever that means. They certainly didn't waste any time taking my money. Never again, Sleep Country.

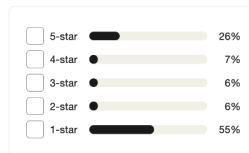
Date of experience: February 10, 2025

Useful Share

★ 1.8

All reviews

1,347 total · Write a review



SD Buyer
 CA · 1 review

Mar 11, 2025

★☆☆☆☆

Deceptive Sales Tactics and Non-Existent Customer Service

Very deceptive sales Tactics and Non-existent Customer Service. One star is too generous for this company. Very deceptive sales practices pushing you to buy higher priced mattress (that are not worth it btw) then saying they will honour the sale and provide credit if it goes on sale after purchase. Good luck trying to get anyone to call you back when that happens. I was bounced around between four 'managers' that kept delaying until magically the time period of eligibility elapsed. The mattress itself is also not worth half of what I paid. Learn from others mistakes. Dodge this bullet - stay away - go online and buy a mattress from a CANADIAN manufacturer. Skip the middleman/retailer. It will cost you a third of the price, better quality, excellent customer service - no pushy sales people - no customer service 'ghosting'. Second mattress for guest room, I did just that and it even has a 1 year sleep guarantee! Rest easy and stay away from Sleep Country.

Date of experience: January 09, 2025