

BENRO Video SuperUser Group Program

Welcome to the Benro Video SuperUser Group

We want to help make every day with your Benro Video gear as rewarding as possible

Earning the loyalty of our customers is incredibly important to us at Benro. We know you have many choices and for those of you who already own our gear, thank you for allowing us to be a part of your workflow as a trusted partner. If you have not yet committed to a Benro Video product but are still considering Benro Video, hopefully this program will show you our commitment and tip the scales in our favor.

Our Goal: To Exceed Your Expectations Daily.

We want to exceed your expectations every day and show you how valuable you are to us. We invite you to join our SuperUser Group. Here are just a few benefits members will receive:

- A \$50 Welcome Coupon good for any future Benro Video purchase
- An Enhanced service program including guaranteed, 24 hour repairs (or free loaner gear)
- A extended warranty
- Advance notice of new products
- Monthly special offers from Benro and trusted partners like Sekonic, Tenba, Kupo and others.

Membership is free with qualifying purchase for the lifetime of your gear.

As a member of our Benro SuperUser Group (B|SUG) you will receive all of the following:

Ongoing, Monthly SuperUser Special Offers

When you join, you'll receive a Welcome eMail with a \$50 Certificate good towards any future Benro Video purchase.

Redeem your offer at **www.BenroUSA.com/BSUGRedemption**

Every month, we'll send you the Benro Video SuperUser eNewsletter filled with product news and information, case studies from other Super Users, as well as ongoing special discounts **worth hundreds of dollars** on the following brands:

Benro Photo and Video
KUPO Grip

Tenba Bags and Transport cases
Elinchrom Light Shapers and Modifiers
Sekonic Light and Color Meters
X-Rite Video Solutions

Advance Notice of New Products

If you're like us, you're always on the lookout for news of the latest gear on the horizon. As part of B|SUG, we'll be sharing early product announcements with some special offers and inviting you to offer your opinions on upcoming projects.

7-year Extended Warranty

We're extending your warranty two more years to 7 years. Please remember to register any Benro Gear that you haven't yet. Register [here](#)

The Super Service Program

Benro Video Gear is extremely durable and reliable but there are still times when things need adjusting. We know your projects are on tight schedule so our first commitment is to get your gear fixed and back to you overnight. This includes:

- **Access to a Special SuperUser Support Contact eMail** for any questions you may have. Or recommendations you may need. For immediate service, contact **BSUG@MACGroupUS.com**

- **Our 24-hour Express Repair Guarantee**

We will repair your gear and ship it out overnight the day we receive it.

Guaranteed. If the repair takes longer for some reason, we will provide a loaner replacement with the same overnight shipping and a free return label.

- **THE BENRO VIDEO SUPER SERVICE PROGRAM 24-HOUR EXPRESS REPAIR GUARANTEE IS AVAILABLE ONLY IN THE CONTINENTAL UNITED STATES.**
For all other service issues the standard procedures apply.

SuperUser Feedback Group

Listening to our community is critically important to us and we want you to be heard and rewarded for sharing your points of view. **Talk to us at BSUG@BenroUSA.com**

Quarterly Giveaways

Exclusive Videos