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Sunday	10:00am-6:00pm
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To our Valued Customers,

Hello, greetings, and, most of all, thank you for choosing B&H as your go-to place for creative technology – photography, video, audio, computers, home entertainment, mobile, gaming, and much, much more.

Fall has been very exciting for the creative technology market. It started with August's solar eclipse – the most photographed event of the year. B&H took pride in educating and equipping our customers to enjoy the eclipse safely and successfully. As always, we were gratified by your trust in us as a safe place to find the best solar gear. We're excited about a new generation of astronomers, solar photographers, and enthusiasts who have become energized by the eclipse.

This fall has been a time of exciting new products. In photography, our manufacturers amazed us with innovation. Exciting is indeed the word to describe what's happening in creative technology today. B&H will always be there for you with the gear and our experts to help you figure out what's right for you and how to use it best. We're interested in creating customers for life through education, incredible service and the biggest and best selection anywhere, all at the right price. We've seen new products and new entrants into our marketplace offering solutions few could have imagined before.

As we embark on the holiday season, we're working to provide you with the best of everything – service, selection, value, and when you open the box -- the Wow! Stay tuned and visit our website often to see the surprises we have ready for you. And when in New York, please come say hello at our Super-Store on 34th Street and 9th Avenue.

From all of us at B&H, we wish you and your family all the best for a very happy holiday season and a healthy, happy and prosperous 2018. Thank you again for choosing B&H!

Sam Goldstein
President

MEET OUR EXPERTS



Do you have one piece of basic advice to share with customers?

If you want to be a good photographer or filmmaker, don't just look at the specs. Study and practice the craft. Step out of your comfort zone and just shoot!

Denisabel Deleon | B&H Pro Video Sales, Since 2013



How do you go the extra mile to help customers with solutions?

At B&H, we are highly skilled at providing answers on the go but, obviously, we can't know the answers to everything. In those cases, we do our best to follow through for our customers using our extensive resource network. If you have complex questions or need in-depth information about a product, we are always available by phone or chat during business hours, to help you out in any way we can. After hours, send us an e-mail through the B&H website, and we'll respond as soon as we open.

Richard Babitsky | B&H Pro Video Chat & Email Sales, Since 2013



What is the most common misconception that customers have about camera gear?

That more megapixels will equate to better picture quality. It's not just the resolution that counts, it's a combination of the sensor, the processor, and the quality of the lens.

Yisroel Ybgi | B&H Sales Associate, Sony Kiosk, Since 2011



What is the most common misconception that customers have about B&H?

Many people think B&H is just another electronics store, but we're so much more than that. Not only do we have more products than many other stores; our employees have the expertise to fully explain those products to our customers, letting them use each product to its greatest potential. There's a big world in this store, which allows us to offer our customers complete solutions.

Joseph Weichbrod | B&H Mobile Sales Associate, Since 2014



What is the most rewarding part of your job at B&H?

It's when I'm talking to a customer who really wants to learn. We always try to help the customer, but beyond that, I always try to explain things so they walk away with a better grasp on the subject. And when I tell them I can send a transcript of our conversation with all the links for future reference, they can't believe it. It's greatly appreciated.

John Pace | B&H Pro Audio and Sport Optics Email & Chat, Since 2006



What is your approach to excellent customer service?

Whether my interactions with a customer result in a sale or not, I always offer all the information they need about the products they're considering. I make sure they leave the store happy, and confident that they can always rely on us for all their tech needs.

Joseph Rosenfeld | B&H Computer Sales, Since 2014



How do you demonstrate the B&H motto of "The Professional's Source" in your work?

I demonstrate this motto in the way I present myself to customers, and through all the information I share. I am not content with just reading product specs off a computer. I attend the many product trainings we are offered, and I am always researching the B&H website for any new items our department has in stock. I also request these products, to test them with different adapters or accessories. I want to make sure that the information I share with our customers is accurate to my experience of the product itself.

Yachira Perez | B&H Portable Entertainment Sales, since 2012



By advocating for the customer, regardless of whether they are a professional or a consumer. We approach every customer in a professional manner, and give each person the same type of support. We take the time to make sure we understand his or her specific needs. By doing that, we create a culture where customers want to come back.

Christopher Hall | B&H Computer Sales, Since 2016

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- > LIGHTING
- > PRO VIDEO
- > PRO AUDIO
- > CAMCORDERS
- > COMPUTERS
- > OPTICS
- > SURVEILLANCE
- > MOBILE
- > TECHNOLOGY
- > AERIAL IMAGING
- > GAMING
- > VIRTUAL REALITY
- > USED DEPARTMENT
- > EVENT SPACE



Event Space

Attend FREE educational seminars and inspirational lectures in our Superstore's Event Space – usually several events per week

- > THE STUDIO



Come meet with a B&H Solution Engineer to consult on your Broadcast, Digital Cinema and Post needs

HOLIDAY SCHEDULE

Thursday, November 23: **Open 10:00am - 6:00pm**

Monday, December 25: **Closed**

New Years Day, Monday, January 1:
Open 10:00am - 6:00pm

Wednesday, February 28: **Close at 5:00pm**

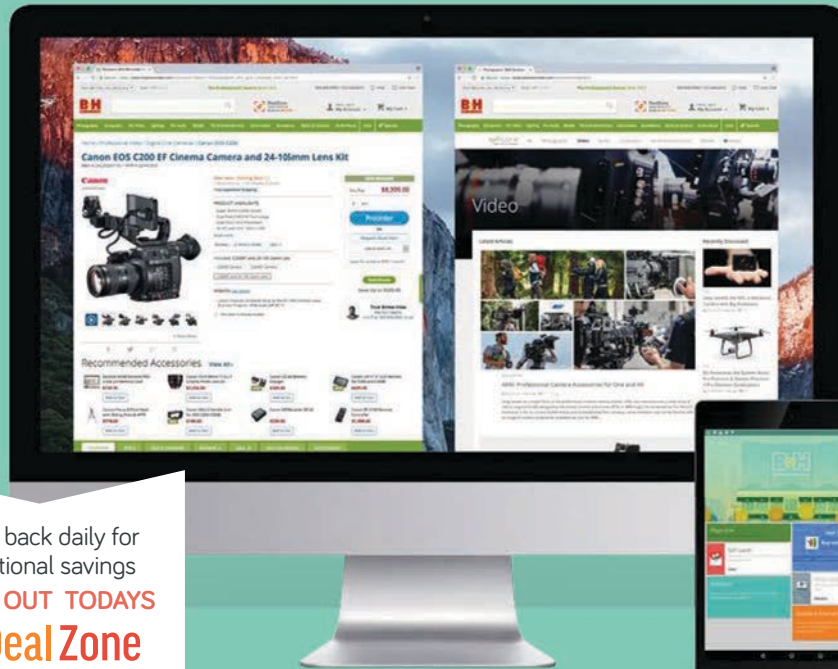
Thursday, March 1: **Closed**

Friday, March 30 thru Sunday, April 8: **Closed**








Sunday, May 20 thru Monday, May 21: **Closed**

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- Direct contracts with individual institutions
- Piggybackable State & Local contract with our San Jose Technology Store
- **Ariba Ready:** Platinum, SciQuest, Uni-market, ESM, Vinimaya, Perfect Commerce, SAP, Oracle, etc
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