



Special customer trade-in offer

Offer customers a discount when they upgrade to the MOTOTRBO R2 radio

A next-level workhorse with loud and clear audio and full shift battery life, the MOTOTRBO R2 portable two-way radio combines durability and ergonomics to help ensure confident, easy handling. From June 30 through September 28, 2024, customers can receive a **\$40 USD / \$52 CAD discount per radio when they purchase a MOTOTRBO R2 Series radio (minimum of 10 radios on a single invoice) and trade in qualifying units ("Offer").**

MOTOTRBO R2 radio sales resources

- [MOTOTRBO R2 MotorolaSolutions.com product page](#)
- [MOTOTRBO R2 Partner Tools on Partner Central](#), including the R2 vs. CP200d Comparison Guide, to help customers / prospects upgrade to the R2 radio.

For more information

Contact your Motorola Solutions channel sales or field marketing team with any questions about this Offer. If you have questions about claims or claim submission, contact the Motorola Solutions PCR support team at 1.877.808.6511 or motorolapromos@360incentives.com.

End-user promotion: MOTOTRBO R2 radio trade-in offer

Promotion period	June 30 – September 28, 2024
Eligibility	<p>End-user customer (“End user”) purchases must be made through an authorized North America PartnerEmpower channel partner participating in the Motorola Solutions PartnerEmpower™ Program Professional and Commercial Radio technology segment (“Channel Partner”) during the promotion period.</p> <p>For the sale to qualify for the Offer, the Channel Partner must submit a claim by September 28, 2024. All required information and supporting documentation related to the claim must be submitted within 30 days of the End-user invoice date and prior to March 29, 2025.</p>
Trade-in offer	<p>End users receive a \$40 USD / \$52 CAD discount per radio when they purchase the MOTOTRBO R2 Series radios (minimum of 10 on a single invoice) and trade in qualifying units.</p> <p>The MOTOTRBO R2 SKUs eligible for the Offer are: AAH11JDC9JC2N, AAH11YDC9JC2N, AAH11JDC9JA2N and AAH11YDC9JA2N.</p>
Minimum order quantities	<p>A minimum of 10 eligible radios must be ordered on a single invoice from the Channel Partner.</p> <p>There is no limit on the number of eligible radios that can be purchased or traded in, but there must be a 1:1 match on the radio purchase quantity versus the trade-in quantity to qualify for the discount.</p>
Eligible trade-in units	<p>The following portable two-way radio products from Motorola Solutions and other manufacturers are eligible for trade in¹.</p> <ul style="list-style-type: none">• Business-band conventional and trunked portable two-way radios• VHF portable two-way radios• UHF portable two-way radios• 200, 700, 800, 900 MHz portable two-way radios <p>¹. Some exclusions apply. See End-user terms and conditions, item 2.</p>

Participation process

Trade-in claims must be submitted on behalf of the End user by the Channel Partner from whom the End user purchased qualifying radios. Channel Partner must submit claims online following the process below. Trade-in claims and any supporting documentation will be validated based on certain criteria, including but not limited to: End user sale date, qualifying serial numbers and invoice.

Step 1: Channel Partner credits End user's invoice for the trade-in amount as a separate line item when the End user has qualifying purchases and trade-in units. **Trade-in promo and amount discounted must be clearly stated as a separate line item on the End user's invoice.**

Step 2: Channel Partner visits the [trade-in portal](#) to initiate the claim process. First-time visitors will need to register to gain access to the trade-in portal. Portal registration approvals are confirmed within 24-48 hours.

Step 3: Channel Partner logs in with site credentials before the end of the promotion period to submit claim details using the appropriate form. Please note:

- If the serial numbers of the new units purchased are available, complete the normal claims process
- If the serial numbers of the new units purchased are not available, register the deal to start the claims process by September 28, 2024, and complete the process when you receive the units, and within 30 days of the End-user invoice date.

Step 4: If Channel Partner submits a claim that is placed on hold due to missing information, Channel Partner must return to the [trade-in portal](#) and add or upload the required information to complete the claim within 30 days of the End-user invoice date and prior to March 29, 2025.

Step 5: Channel Partner can check the status of their approved claim from the Activity tab in the trade-in portal. Channel Partner must print the confirmation page and consolidate and package all qualifying units by claim (session number). Multiple claims can be returned in the same shipment. Please see the user guide in the trade-in portal for step-by-step instructions.

Trade-in units must be returned within 30 days of the claim confirmation. Trade-in returns that do not include the confirmation page will be subject to a \$50 USD fee². There is a \$1.50 USD fee² per qualifying radio serial number.

Step 6: Channel Partner prepares the shipping label and ships the package to Motorola Solutions Recovery. The shipping label can be prepared in one of two ways:

- 1) **Using a Motorola Solutions Recovery prepaid return label:** Order at www.motorolarecovery.com for a \$60 USD fee per box up to 35 lbs. Boxes received over 35 lbs. will incur additional fees listed on the Motorola Solutions Recovery website: <https://www.m4drecovery.com/s/overweightshippingcosts>.
- 2) **Using your own shipping label:** Ship to: M4D Recovery, Attn: Motorola Solutions Trade-in, 532 W. 5th Avenue, Naperville, IL, 60563. No COD shipments will be accepted.

Step 7: Upon return to Motorola Solutions Recovery, radios will be sorted, validated and recycled. Channel Partner will receive a trade-in receipt, itemizing returns received per shipment.

Payment in the form of a **credit will be issued to the Channel Partner's Motorola Solutions account within approximately two to three weeks after the trade-in units are returned and validated.** A credit memo reference number for the paid claim will be reflected in the trade-in portal with a status of Paid.

2. Recovery fees are auto-deducted from the Channel Partner's Co-op account. Channel Partner is responsible for any fees not reimbursed by Co-op. Standard Co-op program guidelines apply.

Frequently asked questions

Q: What is the channel partner's role in the MOTOTRBO R2 radio trade-in Offer?

A: Channel Partner is responsible for submitting trade-in claims, collecting the trade-in units from the End user and sending the trade-in units to Motorola Solutions. Channel Partners should submit claims online at www.motorolasolutionspromos.com.

Q: What if I make a MOTOTRBO R2 sale of 10 or more radios during the promotion period and place an order, but can't get the radios due to a shipping delay?

A: You can still submit a claim during the promotion period even if there is a shipping delay. After you make the sale to the End user, be sure to start and submit a claim at www.motorolasolutionspromos.com by September 28, 2024. Your claim will be placed on hold due to missing information. Once you receive the radios and invoice the End user, log in to www.motorolasolutionspromos.com and add or upload the required information to complete the claim within 30 days of the End user invoice date and prior to March 29, 2025.

Q: Who do I contact if I have a question about the claim submission process or a claim I have submitted?

A: If at any point in the process you need assistance, contact the Motorola Solutions PCR support team at 1.877.808.6511 or motorolapromos@360incentives.com.

Q: Why was my claim approved, but later put on hold or declined?

A: If a claim is approved in error or changed to a declined status as a result of an audit, Motorola Solutions may place the claim back on hold for further review or reject the trade-in payment to the Channel Partner.

Q: When will I receive the trade-in payment from Motorola Solutions?

A: Your company will receive payment in the form of a credit to your Motorola Solutions account within approximately two to three weeks after the trade-in units are returned and validated. A credit memo reference number for the paid claim will be reflected in the trade-in portal, www.motorolasolutionspromos.com, with a status of Paid.

Q: How do I return the eligible trade-in units?

A: The qualifying radios must be returned to Motorola Solutions Recovery for your company to receive the trade-in payment from Motorola Solutions. There are two ways to return the radios: 1) Using a Motorola Solutions Recovery prepaid return label or 2) Using your own shipping label. All returns must include the claim (session number) and the claim confirmation page or are subject to a \$50 USD fee. See the Participation process on page three of this document for details on returning the radios. Contact Motorola Solutions Recovery at 1.630.679.9926 or recovery@m4dworks.com with questions on the radio return process.

Q: What costs are Channel Partners responsible for as part of the trade-in Offer?

A: Channel Partners are responsible for trade-in shipping costs which may vary depending on the carrier and return method used. When using the Motorola Solutions Recovery prepaid return label, the fee is \$60 USD per box up to 35 lbs. Channel Partners are also responsible for a \$1.50 USD fee per qualifying radio serial number. An additional charge of \$50 USD may be incurred if the confirmation page is not included in the return shipment. These fees are automatically deducted from the Channel Partner's Co-op account. Channel Partner is responsible for any fees not reimbursed by Co-op. Standard Co-op program rules and guidelines apply.

Q: What happens to the radios that are traded in?

A: They are recycled or responsibly disposed of by Motorola Solutions' recycling vendor.

Channel partner terms & conditions

Promotion Period: June 30 – September 28, 2024

1. The Channel Partner must make a sale to the End user during the Promotion Period and submit a trade-in claim by September 28, 2024. Trade-in claims and any supporting documentation will be validated based on certain criteria, including but not limited to End user sale date, qualifying serial numbers and End-user invoice.
2. Channel Partner credits End-user invoice based on the number of qualifying trade-in radios when End-User has qualifying purchases.
3. There is no maximum number of units that can be purchased or traded in by the End user, but eligible product purchases must: a) be purchased in the increments specified, b) be purchased on a single invoice from the Channel Partner, and c) match the number of units traded in to qualify for the trade-in discount. Channel Partner will credit End-User invoice based on the number of qualifying purchases and trade-in radios.
4. Channel Partner must follow the steps outlined on pages 3-4 in the Participation Process section of these promotional materials in order for the End user to take advantage of the Offer and to receive payment for the amount credited on the End-user invoice.
5. Motorola Solutions is not responsible for Channel Partner's lost, late, mutilated, misdirected or postage due mail, incomplete or illegible orders, reports or supporting documentation, and any shipping or invoice delays. Illegible or incomplete forms or supporting documentation must be re-submitted by Channel Partner during the Promotion Period.

6. Motorola Solutions is not responsible for any technical problems, malfunctions of any telephone lines, computer systems, servers, providers, hardware/software, lost or unavailable network connections or failed, incomplete, garbled or delayed computer transmission, or any combination thereof that may limit Channel Partner's ability to facilitate the trade-in process on the End user's behalf. Motorola Solutions is not responsible for any damage to any Channel Partner's computer system/software or wireless phone relating to or resulting from participating or uploading any materials required for this Offer.
7. Motorola Solutions is not responsible for the Channel Partner's failure to complete the trade-in process correctly.
8. All claims are subject to validation. Motorola reserves the right to audit all claims and disqualify any claim it deems invalid. Returns and cancellations will be monitored and Motorola may claim back trade-in payments made to the Channel Partner for such claims and any other invalid claims. Should fraudulent claims be discovered, Motorola reserves the right, at its sole discretion, to disqualify any Channel Partner from the Offer for acting in violation of its terms and conditions.
9. Fraudulent submissions could result in prosecution under U.S. Mail Fraud Statute (18 USC Section 1241-1242), and may also impact the Channel Partner's standing in the PartnerEmpower Program.
10. Motorola Solutions reserves the right to request additional information or documentation in order to validate claims and/or process payments. Failure to comply with requests for additional information or documentation may jeopardize Channel Partner's ability to receive payment and/or participate in this Offer or future promotions.
11. Motorola Solutions reserves the right to modify, withdraw or cancel this Offer (in whole or in part) at any time with or without reason and without prior notice.
12. Unless specifically stated in these promotional materials, this Offer may not be combined with any other program, promotional offers, rebates, coupons or discounts.
13. Only Channel Partners located within the United States and Canada may participate; this excludes Channel Partners in Puerto Rico, the U.S. Virgin Islands and Guam. Offer is subject to all applicable federal, state, province and local laws. Void where prohibited or restricted by law.
14. Channel Partner must be in good standing in the PartnerEmpower Program during and at the conclusion of the Promotion Period and trade-in return period to qualify for the Offer.
15. Sales to the U.S. Federal government are processed by the Motorola Solutions U.S. Federal Markets Division and the division will honor the Offer. Contact msifedsales@motorolasolutions.com with questions.

For Channel Partners located in the United States, this Offer is governed by the laws of the state of Illinois and for channel partners in Canada, this Offer is governed by the laws of the province of Ontario as set forth in the North America PartnerEmpower Value-Added Reseller Agreement.

End-user terms & conditions

Promotion Period: June 30 – September 28, 2024

1. End users receive the discounts stated on page two in the trade-in offer section of these promotional materials when they purchase the stated number of qualifying products and trade in eligible products via their Channel Partner.
2. End users should refer to the Eligible trade-in units section on page two of these promotional materials to identify qualifying trade-in units for the Offer. Specifically excluded from the Offer is any device that falls into any of the following categories: FRS, GMRS, marine, amateur, avionics, scanners, CB radios, SSB, pagers, cordless phones / cell phones, mobile radios, push-to-talk (PTT) cellular products or Motorola Solutions' public safety product technology segments.
3. There is no maximum number of units that can be purchased or traded in, but eligible product purchases must: a) be purchased in the increments specified, b) be purchased on a single invoice from the Channel Partner, and c) match the number of units traded in to qualify for the trade-in discount. Channel Partner will credit End-user invoice based on the number of qualifying purchases and trade-in radios.
4. Only End users located within the United States and Canada may participate in this Offer; this excludes End users in Puerto Rico, the U.S. Virgin Islands and Guam. Offer is subject to all applicable federal, state, province and local laws. Void where prohibited or restricted by law.
5. MOTOTRBO R2 radios cannot be returned once the trade-in claim has been submitted.
6. Motorola Solutions is not responsible for the Channel Partner's failure to complete the trade-in process correctly.
7. Unless otherwise stated in these promotional materials, this Offer may not be combined with any other promotional offers, rebates, coupons or discounts.
8. Trade-in claims will be submitted by the Channel Partner from whom the End user purchased qualifying radios. Channel Partner will submit claims online at www.motorolasolutionspromos.com within 30 days after the End-user invoice date and prior to March 29, 2025.
9. Motorola Solutions reserves the right to modify, withdraw or cancel this Offer (in whole or in part) at any time with or without reason and without prior notice.
10. U.S. Federal government customers are eligible for the MOTOTRBO R2 radio trade-in Offer.



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