

## Q4 CUSTOMER TRADE-IN OFFER

# CUSTOMERS SAVE WHEN THEY TRADE UP TO THE MOTOTRBO R2 RADIO

A next-level workhorse, the MOTOTRBO™ R2 portable two-way radio marries durability and ergonomics to help ensure confident, easy handling. From **October 1 through December 31, 2023**, customers can 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.

## WHY MOTOTRBO R2 RADIO?

With exceptional range, configurable audio and seamless integration, the R2 is a reliable addition to an uninterrupted workday. The R2 also offers:

1. Loud and clear audio for superb intelligibility
2. Sleek and slim for all-day comfort
3. Full-shift battery life
4. Rugged to help ensure reliability in destructive environments



Access [MOTOTRBO R2 Radio Partner Tools](#) on Partner Central, including the **R2 vs CP200d Comparison Guide**, to help customers/prospects upgrade to the R2 radio.

## IMPORTANT CLAIM INFORMATION

See pages 2 - 5 for complete promotion qualification, claim/trade-in process and terms and conditions.

## FOR MORE INFORMATION

Contact your Motorola Solutions Channel Sales or Field Marketing Team with any questions about this Offer. For questions regarding claims or claim submission, please contact the Motorola Solutions PCR Support Team at **1-877-808-6511** or [motorolapromos@360ncentives.com](mailto:motorolapromos@360ncentives.com).

End Users should contact their Motorola Solutions Channel Partner with any questions.

# END-USER PROMOTION: MOTOTRBO R2 RADIO TRADE-IN OFFER

|                                 |   |
|---------------------------------|---|
| <b>PROMOTION PERIOD</b>         | October 1 – December 31, 2023   |
| <b>ELIGIBILITY</b>              | <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 December 31, 2023. 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 September 30, 2024.</p>   |
| <b>TRADE-IN OFFER</b>           | <p><b>End-Users receive a \$40 USD / \$52 CAD discount per radio when they purchase the MOTOTRBO R2 Series radios</b> (minimum of 10 on a single invoice) and trade in qualifying units (“Offer”).</p> <p>The MOTOTRBO R2 SKUs eligible for the Offer are: AAH11JDC9JC2N, AAH11YDC9JC2N, AAH11JDC9JA2N and AAH11YDC9JA2N.</p>   |
| <b>MINIMUM ORDER QUANTITIES</b> | <p><b>A minimum of 10 eligible products must be ordered</b> on a single invoice from the Channel Partner. 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>   |
| <b>ELIGIBLE TRADE-IN UNITS</b>  | <p>The following portable two-way radio products from <b>Motorola Solutions and other manufacturers</b> are eligible for trade in**.</p> <ul style="list-style-type: none"> <li>● Business-band conventional and trunked portable two-way radios</li> <li>● VHF portable two-way radios</li> <li>● UHF portable two-way radios</li> <li>● 200, 700, 800, 900 MHz portable two-way radios</li> </ul> <p>**Some exclusions apply. See terms and conditions on pages 3-4.</p>  |
| <b>PARTICIPATION PROCESS</b>    | <p>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.</p> <p><b>Step 1:</b> Channel Partner credits <b>End-User’s invoice</b> 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 on the End-User’s invoice as a separate line item.</p> <p><b>Step 2:</b> Channel Partner visits <a href="http://www.motorolasolutionspromos.com">www.motorolasolutionspromos.com</a> to initiate the claim process. <b>First-time visitors will need to register</b> to gain access to the claims portal. Portal registration approvals are confirmed within 24-48 hours.</p> <p><b>Step 3:</b> Channel Partner logs in with site credentials before the end of the promotion period to submit claim details using the appropriate form.</p> <p><b>Step 4:</b> If Channel Partner submits a claim that is placed on hold due to missing information, Channel Partner must return to <a href="http://www.motorolasolutionspromos.com">www.motorolasolutionspromos.com</a> and add or upload the required information to complete the claim within 30 days of the End-User invoice date and prior to September 30, 2024.</p> <p><b>Step 5:</b> Channel Partner can check the status of their approved claim from the “Activity Tab” within the portal. Channel Partner must print the confirmation, and consolidate and package all qualifying trade-ins by claim (session number). Multiple claims can be returned in the same shipment. Please see User Guide for step-by-step instructions.</p> <p><b>Trade-in units must be returned within 30 days of claim confirmation.</b> Trade-in returns that do not include the confirmation page will be subject to a \$50 USD fee*. There is a \$1.50 USD fee* per qualifying serial number.</p> <p><b>Step 6:</b> Channel Partner prepares the shipping label in one of the two ways below, and ships the package to Motorola Solutions Recovery.</p> <ul style="list-style-type: none"> <li>● <b>Motorola Solutions Recovery Prepaid Return Label:</b> Must be ordered at <a href="http://www.motorolarecovery.com">www.motorolarecovery.com</a>. There is a <b>\$60 USD fee* per box up to 35 lbs</b> if this option is</li> </ul> |

chosen. Boxes received over 35 lbs will incur additional fees listed on the Recovery website at <https://www.m4drecovery.com/s/overweightshippingcosts>.

- **Channel Partner Prepares the 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, and Channel Partner will receive a trade-in receipt, itemizing returns received per shipment.

**Step 8: Payment in the form of a credit will be issued to the Channel Partner's Motorola account within approximately 2-3 weeks after trade-in units are returned and validated.** Credit memo reference numbers for claims paid will be reflected on the promotion portal at [www.motorolasolutionspromos.com](http://www.motorolasolutionspromos.com), with a "Paid" status. To check the status of a claim, email [motorolapromos@360incentives.com](mailto:motorolapromos@360incentives.com).

\*Recovery fees will be 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 rules and guidelines apply.

## FREQUENTLY ASKED QUESTIONS

### Q: WHAT IS THE CHANNEL PARTNER'S ROLE IN THE MOTOTRBO 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](http://www.motorolasolutionspromos.com).

### Q. WHAT IF I MAKE A MOTOTRBO R2 SALE OF 10 OR MORE RADIOS DURING THE PROMOTION PERIOD, BUT CAN'T GET PRODUCT DUE TO A SHIPPING DELAY FOR A MOTOROLA SOLUTIONS ORDER I PLACED?

A: Channel Partner can still submit a claim during the Promotion Period even if there is a shipping delay on a MOTOTRBO R2 order. After making the sale to the End-User, be sure to start and submit a claim at [www.motorolasolutionspromos.com](http://www.motorolasolutionspromos.com) by December 31, 2023. Your claim will be placed on hold due to missing information. Once you receive the radios and invoice the End-User, return to [www.motorolasolutionspromos.com](http://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 September 30, 2024.

### Q. WHO DO I CONTACT IF I HAVE QUESTIONS ABOUT THE CLAIM SUBMISSION PROCESS OR A CLAIM I HAVE SUBMITTED?

A: If at any point you need assistance, please contact the Motorola Solutions PCR Support Team at 1-877-808-6511 or [motorolapromos@360incentives.com](mailto: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 adjusted to a declined status as a result of an audit, Motorola 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 MY TRADE-IN PAYMENT FROM MOTOROLA?

A: Payment in the form of a credit will be issued to the Channel Partner's Motorola account within approximately 2-3 weeks after trade-in units are returned and validated. Credit memo reference numbers for claims paid will be reflected on the promotions portal at [www.motorolasolutionspromos.com](http://www.motorolasolutionspromos.com), with a "Paid" status.

### Q. HOW DO I RETURN ELIGIBLE TRADE-IN RADIOS?

A: Qualifying radios must be returned to Motorola Solutions Recovery to receive trade-in payment from Motorola. There are two ways to return radios: **Motorola Solutions Recovery Prepaid Return Label** or **Channel Partner ships returns using their own shipping labels**. All returns must include the claim/session number and confirmation page or is subject to a \$50 USD fee. See Participation Process on pages 2-3 for complete trade-in and return steps. Please contact Motorola Recovery at 630.679.9926 x3 or [recovery@m4dworks.com](mailto:recovery@m4dworks.com) for any questions you have on the radio return process.

### Q. WHAT COSTS ARE CHANNEL PARTNERS RESPONSIBLE FOR AS PART OF THE TRADE-IN PROMOTION?

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 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 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 rules and guidelines apply.

### Q. WHAT HAPPENS TO THE PRODUCTS THAT ARE TRADED IN?

A: The equipment is recycled or responsibly disposed of by Motorola Solutions' recycling vendor.

# TERMS & CONDITIONS

## CHANNEL PARTNER TERMS

*Promotion Period: October 1 – December 31, 2023*

1. The Channel Partner must make a sale to the End-User during the Promotion Period and submit a trade-in claim by this date. 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 2-3 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 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](mailto: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 PARTNERS LOCATED IN CANADA, THIS OFFER IS GOVERNED BY THE LAWS OF THE PROVINCE OF ONTARIO WITHOUT RESPECT TO CONFLICT OF LAW DOCTRINES.

# TERMS & CONDITIONS

## END-USER TERMS

*Promotion Period: October 1 – December 31, 2023*

1. End-Users receive the discounts stated on page 2 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 2 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 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](http://www.motorolasolutionspromos.com) within 30 days after the End-User invoice date and prior to September 30, 2024.
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 trade-in Offer.