



Special customer trade-in offer

## Up to \$1,750 USD / \$2,275 CAD discount when customers trade-up to the MOTOTRBO R7 radio

The MOTOTRBO™ R7 digital portable two-way radio offers game-changing audio capabilities in a rugged, future-ready device. From September 29 through December 31, 2024, customers can **save \$1,000 USD / \$1,300 CAD** when they purchase 10 MOTOTRBO R7 Series radios and trade in 10 eligible units. In addition, if all 10 of the radios your customers trade-in are MOTOTRBO or other manufacturers' high-tier radios, they can receive **\$750 USD / \$975 CAD** ("Trade-in Offer").

### Powerful financing options

Close more sales with competitive financing options. From October 1 through December 31, 2024, U.S. customers can take advantage of a **special low interest rate** from U.S. Bank ("Financing Offer"). For details, download the [U.S. Financing offer overview](#) on Partner Central.

## MOTOTRBO R7 radio sales resources

- [MOTOTRBO R7 MotorolaSolutions.com product page](#)
- [MOTOTRBO R7 Partner Tools on Partner Central](#), including the R7 Sales Playbook.

## For more information

Contact your Motorola Solutions channel sales or field marketing team with any questions about these Offers. If you have questions about claims or a claim submission, contact the Motorola Solutions promotions support team at 1.877.808.6511 or [motorolapromos@360incentives.com](mailto:motorolapromos@360incentives.com).

## End-user promotion: MOTOTRBO R7 radio trade-in offer

Promotion period	September 29 – December 31, 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 Trade-in Offer, the Channel Partner must submit a claim by December 31, 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><b>End user receives a \$1,000 USD / \$1,300 CAD discount off the purchase of 10 or more MOTOTRBO R7 Series radios on a single order / invoice with a qualifying trade-in of 10 eligible units. Savings translate to \$100 USD / \$130 CAD per unit. In addition, the End user can receive \$750 USD / \$975 CAD when all 10 of the units traded in are Motorola Solutions or other manufacturers’ high-tier radios. Savings translate to \$75 USD / \$97.50 CAD per unit.</b></p> <p>All MOTOTRBO R7 SKUs are eligible for the Offer.</p>

Minimum order quantities	<p><b>A minimum of 10 eligible radios must be ordered. The products must be purchased in increments of 10 and must be purchased on a single invoice from the Channel Partner.</b></p> <p>There is no limit on the number of eligible radios that can be purchased or traded in, but the number of radios that can be purchased and traded in must be in increments of 10 and must be an equal number to qualify for the discount.</p>
Eligible trade-in units	<p>The following portable two-way radio products from <b>Motorola Solutions and other manufacturers</b> are eligible for trade in<sup>1</sup>.</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>The following high-tier portable two-way radio products from <b>Motorola Solutions and other manufacturers</b><sup>2</sup> are eligible for the \$750 USD / \$975 CAD discount.</p> <ul style="list-style-type: none"> <li>• Motorola Solutions: XPR 7000 Series, XPR 7000e Series, XPR 6000 Series SL 7000 Series, and SL 7000e Series radios</li> <li>• Hytera: X1EI/PI, PD9I Series, PD7I Series and PD6I Series radios</li> <li>• Kenwood: NX32XX/33XX/34XX Series, NX37XX/38XX/39XX Series, NX52XX/53XX/54XX Series, NX57XX/58XX/59XX Series radios</li> <li>• Tait: TP9500 Series, TP9300 Series radios</li> <li>• ICOM: F3400D, F4400D, F52D, F62D radios</li> <li>• RCA: RDR42x0 Series radios</li> </ul> <p><sup>1</sup>. Some exclusions apply. See End-user terms and conditions, item 2.  <sup>2</sup>. Reach out to your Motorola Solutions channel sales team or <a href="mailto:motorolapromos@360incentives.com">motorolapromos@360incentives.com</a> with questions.</p>
Participation process	<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, invoice and units traded in.</p> <p><b>Step 1:</b> 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. <b>Trade-in promo and amount discounted must be clearly stated as a separate line item on the End user's invoice.</b></p> <p><b>Step 2:</b> Channel Partner visits the <a href="#">trade-in portal</a> 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.</p>

**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 December 31, 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 (such as serial numbers for the new units or an end customer invoice), 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, with their corresponding confirmation pages, 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 fee<sup>2</sup>. There is a \$1.50 USD fee<sup>2</sup> 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](http://www.motorolarecovery.com) for a \$60 USD fee per box up to 35 lbs<sup>3</sup>. 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. 5<sup>th</sup> Avenue, Naperville, IL, 60563. No COD shipments will be accepted.

**Step 7:** Upon return to Motorola Solutions Recovery, radios will be sorted, validated for eligible trade-in units and the corresponding credit due. Once validated, the trade-in units are either recycled or responsibly disposed of. Channel Partner will receive a trade-in receipt, itemizing returns received per shipment.

## Participation process

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. The credit will reflect the actual amount based on the trade-in units received. For example, if you submit a claim for a high-tier trade-in and your claim does not match the units received, the amount of the credit will be lowered to the correct amount.

3. 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 R7 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 R7 sale of 10 or more radios during the promotion period and place an order, but can't get the radios by December 31 due to the current expected shipping lead times?**

A: You can still submit a claim during the promotion period even if you can't get the radios by December 31 due to the current expected shipping lead times. After you make 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, 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](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 March 29, 2025.

**Q: What if I have a customer with high-tier radios to trade-in that aren't on the list of eligible trade-in units? Will my sale still qualify for the additional \$750 USD / \$975 CAD?**

A: If the high-tier radios are not listed, please reach out to your Motorola Solutions channel sales team contact or the Motorola Solutions promotions support team at 1.877.808.6511 or [motorolapromos@360incentives.com](mailto:motorolapromos@360incentives.com) to discuss the particular high-tier radios that the customer would like to trade in.

**Q: If the customer only has five high-tier radios to trade in instead of 10 with their purchase of 10 R7 radios, can they still receive the \$750 USD / \$975 CAD discount?**

A: No. All 10 of the units they trade in must be high-tier radios from Motorola Solutions or other manufacturers.

**Q: Will my company receive the trade-in credit if we don't show that we provided the discount to the End user on their invoice?**

A: No. To receive the trade-in credit, you must clearly state that you provided the trade-in discount to the End-user by showing the discount as a separate line item on the End-user invoice. See Step 1 in the Participation Process.

**Q: In my claim, do I need to submit serial numbers for the units that are being traded in?**

A: No. You only need to submit the serial numbers for the R7 devices. Although there is a field in the claim form for the serial numbers of the units being traded, these are not required to complete your claim.

**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.

## Channel partner terms & conditions: Trade-in Offer

**Promotion Period: September 29 – December 31, 2024**

1. The Channel Partner must make a sale to the End user during the Promotion Period and submit a trade-in claim by December 31, 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 4-5 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 Trade-in 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 Trade-in 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 Trade-in Offer or future promotions.

11. Motorola Solutions reserves the right to modify, withdraw or cancel this Trade-in 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 Trade-in 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. Trade-in 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 Trade-in 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 Trade-in 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 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: Trade-in Offer

Promotion Period: September 29 – December 31, 2024

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 3 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 Trade-in Offer; this excludes End users in Puerto Rico, the U.S. Virgin Islands and Guam. Trade-in Offer is subject to all applicable federal, state, province and local laws. Void where prohibited or restricted by law.
5. MOTOTRBO R7 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 Trade-in 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 March 29, 2025.
9. Motorola Solutions reserves the right to modify, withdraw or cancel this Trade-in 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 R7 radio Trade-in Offer.



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