



MOTOROLA
SOLUTIONS



Special customer trade-in offer

\$750 USD / \$975 CAD discount when customers trade-up to MOTOTRBO R5 radio

With loud audio, advanced noise suppression, clear status indications, and dedicated hardware controls, MOTOTRBO™ R5 delivers reliable team communications helping boost worker efficiency and safety. From March 30 through September 27, 2025, customers can save \$750 USD / \$975* CAD when they purchase 10 MOTOTRBO R5 Series two-way radios and trade-in eligible units (“Offer”). *Due to a price change on Motorola Solutions products sold in Canada, as of April 7, 2025, the CAD discount offered to end customers will change to \$1,023.75.

Offer details

- End customer (“End User”) receives a discount off the purchase of 10 or more R5 radios on a single order with a qualifying trade-in of 10 eligible units. All R5 SKUs are eligible for the Offer.
- A minimum of 10 R5 radios must be ordered. The radios must be purchased in increments of 10 and must be purchased on a single invoice from an authorized North America PartnerEmpower™ channel partner participating in the Professional and Commercial Radio technology segment (“Channel Partner”) during the promotion period.
- The following portable, two-way radios from Motorola Solutions and other manufacturers are eligible for trade in¹:
 - Business-band conventional and trunked portable two-way radios
 - VHF and UHF portable two-way radios
 - 200, 700, 800 and 900 MHz portable two-way radios

¹ Some exclusions apply. See end-user terms and conditions, item 2.

MOTOTRBO R5 radio sales resources

- [MOTOTRBO R5 product page](#) on MotorolaSolutions.com and [MOTOTRBO R5 Partner Tools](#) on Partner Central.

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 a claim submission, contact the Motorola Solutions promotions support team at 1.877.808.6511 or motorolapromos@360incentives.com.

How to participate

- 1. Close a qualifying sale / issue the customer discount:** Credit the End-User's invoice for the trade-in discount as a separate line item when the end user has qualifying purchases and trade-in units. The promotion name and discount should be clearly visible on the End-User invoice.
- 2. Make a claim:** Visit the [trade-in portal](#) and submit claims details using the appropriate form.
 - If the serial numbers of the MOTOTRBO R5 units the End-User purchased are available, **complete the normal claims process** within 30 days of the End-User invoice date.
 - If the serial numbers of the MOTOTRBO R5 units purchased are not available for an End-User sale you made during the Promotion Period, **start the claims process by September 27, 2025**, by registering the deal with the Motorola sales order number for your End-User sale. Add the sales order number in the Invoice field of the claim form. The claim will be placed on hold.

If you weren't able to get the R5 radios by September 27, due to current expected shipping lead times, once you receive the radios and invoice the End User, return to the trade-in portal to complete the claim within 30 days of the End-User invoice date and by December 31, 2025.
- 3. Check claim status:** Log in to the [trade-in portal](#) and view the Activity tab. Upload the required information to complete your claim. Once your claim is approved, print the confirmation page.
- 4. Return trade-in units:** 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. There is a \$1.50 USD fee per qualifying radio serial number. Ship the units to Motorola Solutions Recovery using either:

- **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>
- **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.

All 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.

- 5. Receive your credit:** A credit will be issued 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 with a status of Paid.
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Terms & conditions (channel partners)

Promotion Period: March 30 – September 27, 2025

1. The Channel Partner must make a sale to the End User during the Promotion Period and submit a trade-in claim by September 27, 2025 (See Make a Claim section on page two). Trade-in claims and any supporting documentation will be validated based on certain criteria, including but not limited to End-User sale date, Motorola Solutions sales order number, qualifying serial numbers and End-User invoice.
2. Channel Partner must clearly state the credit on a separate line item on the End-User invoice based on the number of qualifying trade-in radios when the 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; c) match the number of units traded in to qualify for the trade-in discount.
4. Channel Partner must follow the steps outlined in the “How to participate” 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 the Channel Partner during the Promotion Period or by December 1, 2025 (See Make a Claim section on page two.)
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 the 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 Solutions reserves the right to audit all claims and disqualify any claim it deems invalid. Returns and cancellations will be monitored and Motorola Solutions 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 Solutions 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 the Channel Partner’s ability to receive payment and/or to 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. The 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.

Terms & conditions (end users)

Promotion period: March 30 – September 27, 2025

1. End User receives the discounts stated in the Offer 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 list of eligible trade-in units to identify trade-in units eligible 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 the 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. The Offer is subject to all applicable federal, state, province, and local laws. Void where prohibited or restricted by law.
5. MOTOTRBO R5 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 by December 31, 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 R7 radio trade-in Offer.



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