



MOTOROLA SOLUTIONS RETURN POLICY

FORTY FIVE DAY RETURNS

RETURN AND RADIO WARRANTY POLICY

Motorola will accept the return of new and unused Motorola products in their original packaging material within 45 calendar days of the original shipment of the product. After 45 calendar days, a 20% restocking fee will be assessed. Restocking fees for tower hardware, site equipment and test stations will be applied per the individual supplier's policy as set forth in the suppliers' stated terms and conditions accompanying product packing slip, and products ordered to a specific frequency or code may not be returnable. Note: The 20% restocking fee applies to returns of new and unused computer and computer peripheral products, and no returns of computers or peripherals will be accepted beyond 45 days.

After 90 days, no returns of new, unused equipment (tower, site and test equipment included) will be accepted by Motorola. This policy applies to all Motorola products purchased through RPSD or the Radio Systems Division Infrastructure Support Products Operation (ISPO), including product supplied through 3rd party suppliers, unless superseded by a large system contract.

Also Motorola will now replace defective radios under warranty that are returned within 45 calendar days of the end user purchase, for up to one year from the factory shipment date. Thereafter Motorola, at its option, will at no charge either repair or replace this product during the warranty period provided it is returned in accordance with the terms of this warranty to the place of purchase. Defective radios should be shipped to: *Motorola Solutions Inc. Motorola Returned Goods 2222 Galvin Dr. Elgin IL, 60124, United States* along with the proper documentation.



RETURN POLICY

- After 45 calendar days, a 20% restocking fee will be assessed. (20% restocking fee applies to all computer/peripheral returns.)
- 3rd Party Equipment return policy may vary depending on the individual supplier's policy.
- Products ordered to a specific frequency or code may not be returnable.
- After 90 days, no returns of new, unused equipment will be accepted (3rd Party equipment included.)

RADIO WARRANTY POLICY

- Return of defective radios extended from 30 to 45 calendar days.
- **New Shipping Location:** Motorola Solutions Inc. Motorola Returned Goods 2222 Galvin Dr. Elgin IL, 60124

**CONTACT YOUR MOTOROLA
CUSTOMER SUPPORT MANAGER
FOR MORE INFORMATION**



MN006605A01-A

Motorola Solutions, Inc. 500 West Monroe Street, Chicago, IL 60661 U.S.A. motorolasolutions.com

MOTOROLA, MOTO, MOTOROLA SOLUTIONS and the Stylized M Logo are trademarks or registered trademarks of Motorola Trademark Holdings, LLC and are used under license. All other trademarks are the property of their respective owners. © 2019 Motorola Solutions, Inc. All rights reserved. 07-2019