



Motorola North America Service: Discard Pre-Printed Shipping Labels

Effective November 1, 2010 Motorola North America Services announced the transition of inbound subscriber repair shipments to Federal Express.

All pre-printed United Parcel Service and United States Postal Office labels should no longer be used. Please discard any remaining pre-printed labels you have. UPS and USPS labels have the incorrect depot address. Using these old labels will result in misdirected shipments. In addition, USPS labels that were previously used for paging equipment do not have tracking numbers. Motorola is not responsible for lost units sent in using these labels.

As a reminder, please utilize MOL to initiate your repair to get an inbound label. To be eligible for an inbound shipping label the repair return reason must be one of the following: Standard Warranty, Bounce, Extended Warranty (ESP/RSA), Service Contracts, Bid & Quote Numbers, SRN/FSB, and Service Banks. A FedEx label will be emailed to you upon completion of the service request.

Please contact the call center at 1-800-227-6772 if you have any questions.

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