

## Canadian Customers

While units sold in Canada are repaired in the Elgin depot, Canadian customers should return them to the Motorola repair facility in Markham, Ontario, Canada for verification of warranty status. In addition to ensuring compliance with any import/export requirements, the Markham depot resolves any payment issues for non-warranty repairs before forwarding the unit to the US.

In addition, Canadian customers must complete the Canadian Technical Logistics Centre (CTLC) Return Material Form.

The required information on the form includes:

- Contact information (name, phone number, and email address)
- Equipment information (model and serial number, as well as fault description)
- Bill-to address (Symbol Technologies, One Motorola Plaza, Holtsville, NY 11742)
- Return ship-to address
- Type of service (warranty, flat rate, or time and material)
- Payment information (for non-warranty repairs)

Customers should not return any accessories with the laptop.

In addition, Canadian customer must include proof of purchase, such as a copy of the unit's shipping documentation. This is used to demonstrate entitlement for warranty repairs, which commences with the date of shipment (not purchase).

Customers are to ship the completed Return Material Form, proof-of-purchase documentation, and the unit to the address indicated on the form:

**Motorola Canadian Technical Logistics Centre**  
8133 Warden Ave.  
Markham, Ontario L8G 1B3

(905) 948-5969 or (800) 543-3222  
CTLC@motorola.com