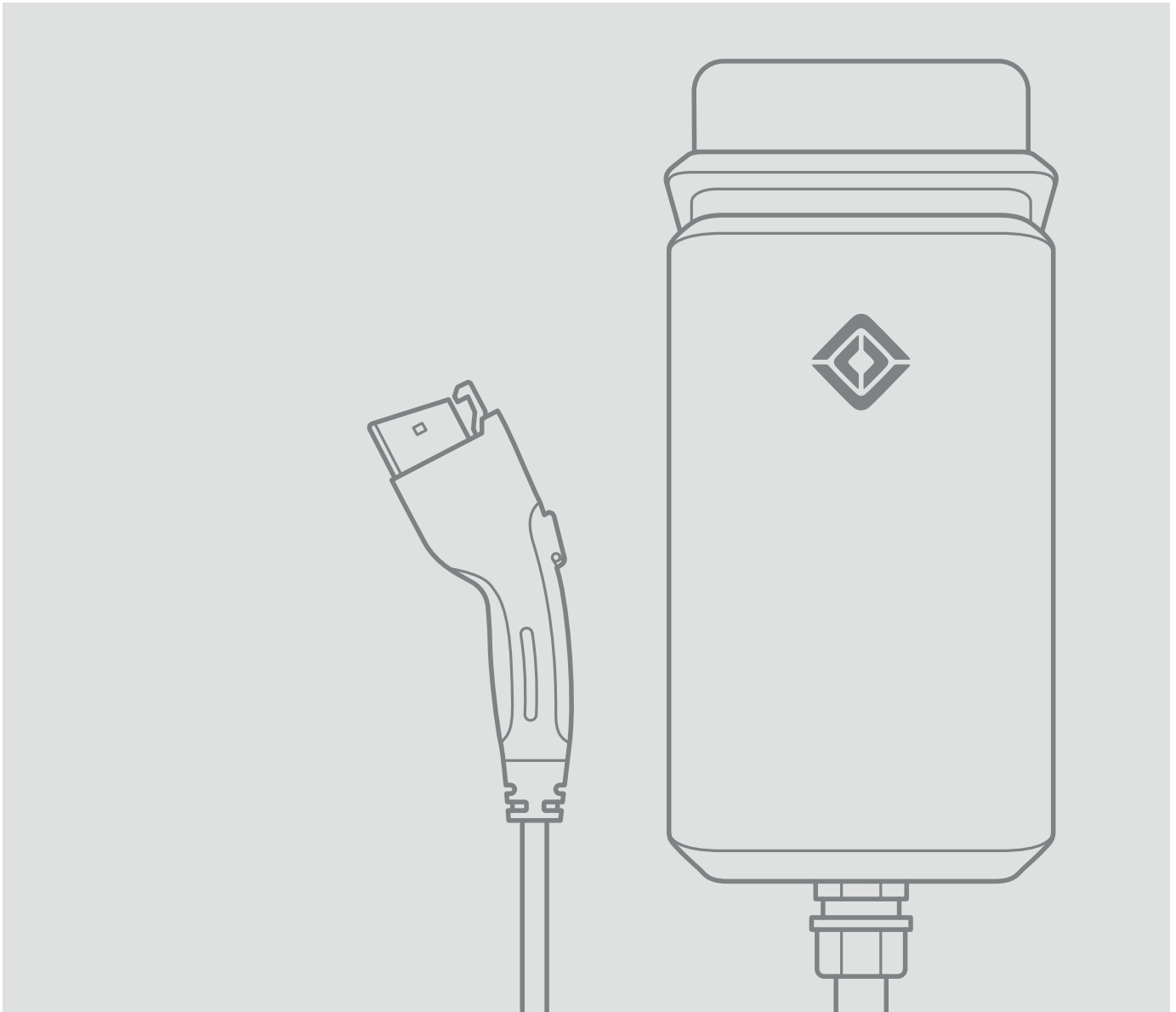


WALL CHARGER

Limited Warranty Guide





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The images provided in this document are for illustrative purposes only. Depending on the product details and market region, the information in this document may appear slightly different from your product.

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Consumer Information

RIVIAN'S CONSUMER ASSISTANCE PROCESS

Rivian is dedicated to achieving the highest level of consumer satisfaction. Rivian is in the best position to help you with your service and repair needs. To obtain warranty service, contact Rivian Customer Service.

Rivian will then communicate with you to:

1. Determine the optimal repair, service, or both for the product and if the repair or service is covered under warranty.
2. Determine the most convenient repair and service location, date and time.
3. Provide an estimated duration of repair and service.

CONTACTING RIVIAN CUSTOMER SERVICE

Contact Rivian's Customer Service team through any of the following methods:

- Use the Rivian app.
- Email customerservice.ca@rivian.com.
- Call [+1 \(844\) RIVIAN1](tel:+1844RIVIAN1) / [+1 \(844\) 748-4261](tel:+18447484261).
- Go to <https://rivian.com/support> and use the chat option.

General Warranty Provisions

WARRANTOR

Rivian Automotive, LLC (“Rivian”) will provide repairs to Rivian charging products during the applicable warranty period in accordance with the terms, conditions, and limitations defined in this Warranty Guide.

Rivian Automotive, LLC

14600 Myford Road

Irvine, CA 92606, USA

United States

customerservice.ca@rivian.com

LIMITATIONS AND DISCLAIMERS

Limitations and Disclaimers

The warranties in this Warranty Guide are the only express warranties made in connection with Rivian charging products.

Warranties and conditions arising under provincial and federal law including but not limited to implied warranties and conditions of sale, durability, or those otherwise arising in the course of dealing or usage of trade, shall be limited in duration to the fullest extent allowable by law, or limited in duration to the term of the Wall Charger Limited Warranty for such jurisdictions which do not allow a limitation on the duration.

These stated warranties give you specific legal rights. You may have other rights, which vary from jurisdiction to jurisdiction depending on applicable law. Many provinces and territories have enacted consumer protection laws that provide you with certain rights if you have problems with your new vehicle. These laws vary across province or territory. To the fullest extent allowed by the law of your jurisdiction, you must provide Rivian, during the applicable warranty period specified in this Warranty Guide, with written notification of any defects you have experienced within a reasonable period-of-time to allow Rivian an opportunity to make any needed repairs, before you pursue any remedies via a civil action.

WALL CHARGER PRODUCTS COVERED

The warranties in this Warranty Guide apply to Rivian Wall Chargers sold by Rivian in Canada. Warranty service is provided exclusively at Rivian Service Centres in Canada and the 50 United States and Washington D.C. For the locations of Rivian Service Centres, please visit <https://rivian.com/support/article/where-are-rivian-service-centers-located>.

PRODUCT OWNERSHIP AND WARRANTY TRANSFER

The warranties described in this Warranty Guide may be transferable to subsequent lawful purchasers of the charging product after the first retail purchaser. Subsequent purchasers should contact Rivian, before purchase, to determine whether any warranty coverage has been voided.

SUBMITTING A WARRANTY CLAIM

To submit a valid claim under the Wall Charger Limited Warranty, you must contact Rivian at (844) RIVIAN1 / (844) 748-4261. If Rivian determines that your claim is eligible, Rivian will arrange for a new, unused, or remanufactured wall charger unit to be shipped to you and will provide you with a pre-paid return label and shipping instructions (to return the unit being replaced). If you fail to return the original wall charger unit within 30 days of receipt of the replacement wall charger unit, you will be charged for the retail price of the replacement unit, and you will void the Wall Charger Limited Warranty.

Wall Charger Limited Warranty

The Wall Charger Limited Warranty provides a 5-year comprehensive warranty. Our coverage includes parts and labour required to repair or replace component parts, defective materials or workmanship when used under normal operating conditions.

COMPREHENSIVE WARRANTY

Rivian promises to repair, replace or adjust any Rivian component parts found to be defective in materials or workmanship under normal operation and use during the applicable coverage period. Any part replaced under the terms of this warranty shall become the property of Rivian.

WARRANTY EXCEPTIONS, EXCLUSIONS, AND LIMITATIONS

The warranties set forth above do not apply in the following situations:

- The product has damage, failure, abrasion or corrosion resulting from accident, theft, vandalism, fire, flood, animals, insects, earthquake, tree sap, salt, windstorm, hail, lightning or any other man-made or environmental condition;
- The product has been subjected to unusual physical, thermal, or electrical stress, abuse, misuse, neglect, negligence, accident, improper testing, improper installation (excluding installation by Rivian), improper storage, improper handling or shipping, or use contrary to any instructions issued by Rivian;
- The purchaser fails to comply with warnings, maintenance practices, or other instructions as described in an installation guide or instruction manual;
- The product has been reconstructed, repaired, or altered in any manner not described in a Rivian installation guide or by any person or party other than Rivian;
- The product has only cosmetic wear or other blemishes from normal wear and usage;
- The product has been used with any hardware, software, or product not approved in writing by Rivian;
- The purchaser fails to comply with applicable regulations or safety standards; or
- The purchaser fails to contact Rivian upon detection of any component part defect covered by this warranty guide.
- If a new wall charger is used for any commercial purpose, the Wall Charger Limited Warranty only provides a 3-year comprehensive warranty.

WARRANTY PERIOD

The Wall Charger Limited Warranty begins on the day a new wall charger is delivered to the first retail purchaser(s). Parts repaired or replaced under this warranty are covered only until the original warranty period ends or as otherwise provided by applicable law.

VOIDED WARRANTY

To maintain coverage under this Wall Charger Limited Warranty, installation must be performed by a licensed electrician in accordance with applicable national electrical codes and standards. Conducting the installation without a licensed electrician will void the Wall Charger Limited Warranty.

Complying with the product manual, this Warranty Guide, and any future field service action notifications for your product is important to maintain warranty coverage. This Wall Charger Limited Warranty may be voided if the instructions in those documents, or possible future field service actions, are not followed. These instructions include, but are not limited to, compliance with field service action notifications, proper product use, repair and maintenance requirements, and software updates. Although Rivian does not require all service be made at a Rivian-authorized repair facility or other authorized repair channel, the Wall Charger Limited Warranty may be voided in whole or in part due to improper service.

DAMAGES

Some jurisdictions, such as Quebec, do not allow the exclusion or limitation of indirect, direct, incidental, special or consequential damages, so the limitations or exclusions set out below may not apply to you.

THIS LIMITATION AND EXCLUSION PARAGRAPH DOES NOT APPLY TO CONSUMERS IN QUEBEC: Rivian shall not be liable for any direct damages in an amount that exceeds the purchase price paid for the vehicle or product. The above limitations and exclusions shall apply whether your claim is in contract, *tort* (including negligence and gross negligence), breach of warranty or condition, misrepresentation (whether negligent or otherwise) or otherwise at law or in *equity*, even if Rivian is advised of the possibility of such damages or such damages are reasonably foreseeable. Rivian is not responsible for any fees or costs incurred in connection with litigating any such claim.

Rivian is not responsible for any indirect damages arising out of, or relating to, Rivian vehicles or products, including, but not limited to, transportation to and from a Rivian-authorized repair facility, loss of access to the vehicle and any damages resulting from loss of vehicle access.

Exchange Parts

Warranty repairs may be resolved by using exchanged parts with the intent to reduce the amount of time you are without your wall charger. New, reconditioned, remanufactured, or repaired parts may be used in this exchange service. The decision whether to repair, replace, or provide remanufactured parts, along with the condition of the replacement parts, is reserved for Rivian at the sole discretion of Rivian.

Production Changes

Rivian may make changes to new product design and update warranty coverage for new products at any time. Production changes or upgrades to new products do not obligate Rivian to update products already built with component parts of a different type or design, so long as the product functions properly with the repair, adjustment, or installation of replacement parts under the warranty.

This Warranty Guide will be updated with a new effective date, shown on the title page, if any warranty terms have changed. The new warranty terms will only apply to products sold after that date.

Nothing in this warranty should be construed as requiring defective parts to be replaced with parts of a different type or design than the original part, so long as the product functions properly with the replacement part.

Modifications and Waivers

Only an authorized Rivian representative can modify this Wall Charger Limited Warranty Guide (the “Warranty Guide”). Rivian may cover more service and repair costs than are necessary as detailed in the Warranty Guide. In some cases, Rivian choosing to offer to pay for services and repairs beyond the limited warranty are known as “adjustment programs.” In the event Rivian initiates an adjustment program, Rivian will attempt to contact owners of registered affected products. Owners may contact Rivian to determine if their product is covered in a broader adjustment program. The choice to use adjustment programs does not affect the right of Rivian to pay for repair and services beyond warranty requirements on a case-by-case basis.

Rivian reserves the right to perform additional services, make changes to Rivian products, and pay for service and repairs beyond those covered in the Warranty Guide without incurring any obligation on Rivian to perform similar actions on other products. This Warranty Guide does not imply any Rivian product is expected to contain defects or is completely free from defect. Defects may be unintentionally introduced into products during the design and manufacturing processes. Such defects could result in the need for repairs. For this reason, Rivian provides the Wall Charger Limited Warranty to remedy any such manufacturing defects that result in a component part malfunction or failure during the warranty period.