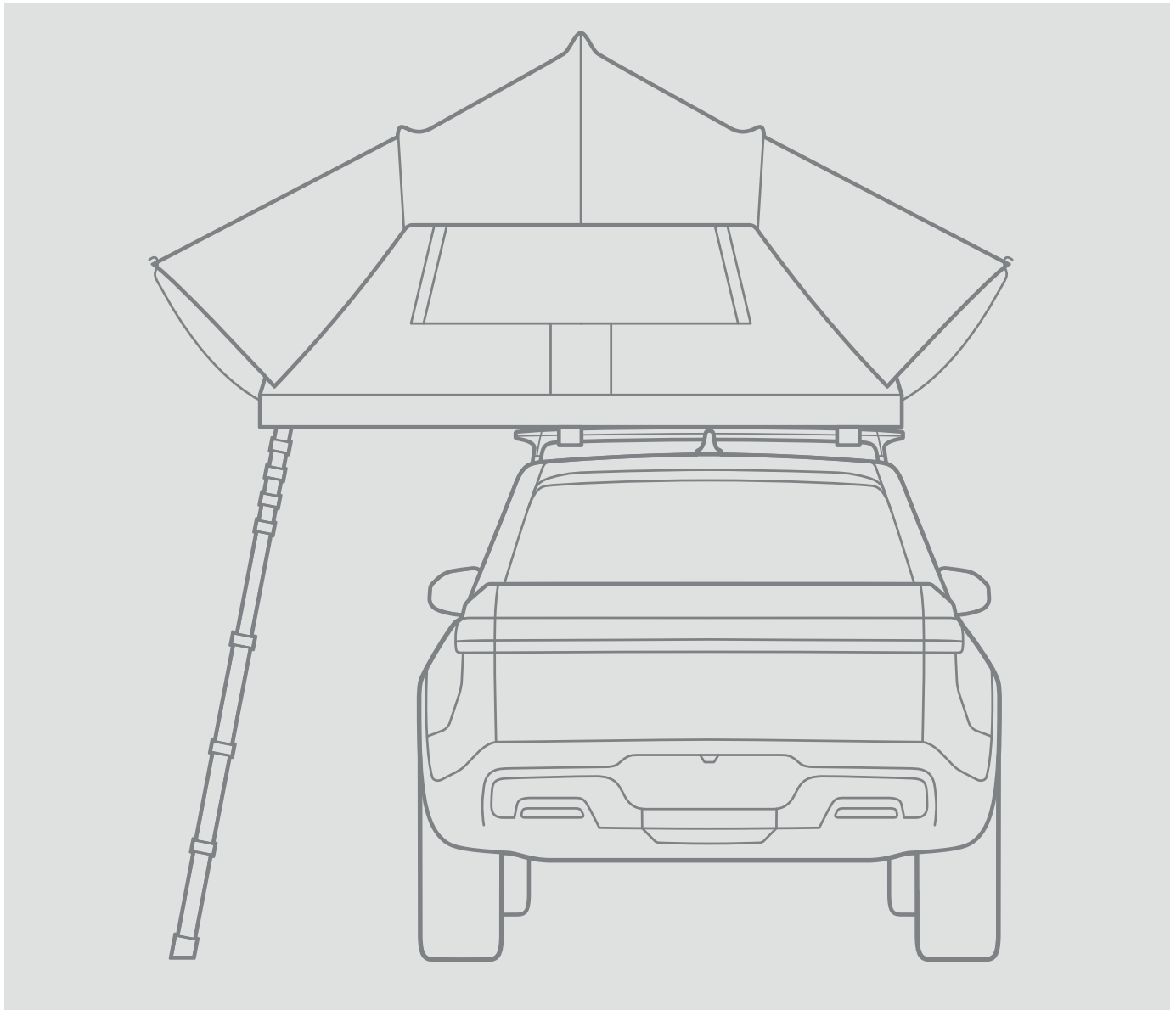


Adventure Gear

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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Revision History

This version of the guide is Effective June 6, 2024.

Revision	Date	Description
1	December 9, 2021	Added warranty coverage details for Rivian x MAXTRAX Off-Road Recovery Boards and Rivian x MAXTRAX Off-Road Recovery Mounts, which are covered by the MAXTRAX lifetime warranty.
2	February 8, 2023	Added Rivian Torch, 21 inch Road Wheel Center Cap, Adventure Key Set, and License Plate Frame to the "Adventure Gear Covered" section. Updated the "Limitations and Exclusions" section to include wear and tear, noise, and vibration. Updated front cover imagery.
3	November 16, 2023	Added Pet Field Kit, Manual Tonneau Cover, and warranty coverage details for soft goods, including Rivian Tailgate Pad, Rivian Duffel Bag, Rivian Packing Cube Set, and Küat Limited Warranty information.
4	November 22, 2023	Revised Section 16 Dispute Resolution-Arbitration, Class Action Waiver.
5	March 15, 2024	Added NACS DC Adapter.
6	June 6, 2024	Aligned all Adventure Gear and Soft Goods warranty coverage to two years.

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 products 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.

For covered products that cannot be easily removed from your vehicle, Rivian will offer you alternative transportation for the duration of the warranty repair free of charge for certain repair lengths. When Rivian notifies you that repairs, service, or both, have been completed, you are responsible for picking up the vehicle in a timely manner. If you cannot pick up the vehicle in a timely manner, you are responsible for coordinating with the Rivian Service Center. Failure to do so will result in additional charges not covered under warranty. Typical charges could include storage fees. Local, state, or provincial authorities may require taxes be paid for warranty repairs and services. Rivian is not responsible for any taxes on warranty repair and warranty services.

Contacting Rivian Customer Service

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

- The Rivian app.
- E-mail customerservice@rivian.com.
- Call [\(888\) RIVIAN1](tel:(888)RIVIAN1) / [\(888\) 748-4261](tel:(888)748-4261).
- Go to <https://rivian.com/support> and use the chat option.

Dispute Resolution

Dispute Resolution – Arbitration, Class Waiver

Any claim or dispute you may have related to your Adventure Gear Limited Warranty or the duties contemplated under the warranty (among other disputes) will be arbitrated pursuant to the terms of the Rivian General Terms and Conditions ("Rivian Terms"), which provide that you agree to resolve disputes with Rivian by binding arbitration, rather than litigation in court. Please reference the Rivian Terms for full details.

16. DISPUTE RESOLUTION—ARBITRATION, CLASS ACTION WAIVER

Binding Arbitration. To the fullest extent permitted by applicable law and except for small claims or if you choose to opt-out as provided below, this Section governs all Disputes between you and Rivian. The term "Dispute" is to be given the broadest possible meaning that will be enforced and means any dispute, demand, claim, or controversy of any kind between you and Rivian, whether based in contract, tort, statute, or otherwise, including but not limited to any claim for fraud, false advertising, misrepresentation, strict products liability, negligence, breach of contract, breach of express or implied warranties, or violations of consumer protection, privacy or data security laws, that arises out of or in any way relates to (1) this Agreement; (2) our relationship (including any such relationship with affiliate third parties who did not sign this Agreement); (3) the purchase, sale, condition, design, or manufacturing of the Vehicle; (4) Rivian products or services; (5) advertising and other communications between you and Rivian; and as applicable, (6) your credit application. **You and Rivian agree to resolve all Disputes by binding arbitration conducted by the American Arbitration Association ("AAA") in accordance with the AAA Consumer Arbitration Rules, unless you and we agree otherwise. For more information on arbitration and to access the AAA Consumer Arbitration Rules, please visit: www.adr.org. If the AAA Consumer Arbitration Rules conflict with this Agreement, then this Agreement shall control. You and we understand that we are both waiving our rights to go to court (other than small claims court, as provided below), to present our claims to a jury and to have claims resolved by a jury trial, and also that judicial appeal rights, if any, are more limited in arbitration than they would be in court.**

Confidentiality. Arbitrations conducted under this Section shall be kept strictly confidential. Neither you or Rivian may disclose the fact that an arbitration exists or is proceeding, the nature or content of the Dispute(s), all documents exchanged in connection with the arbitration, all testimony (including transcripts of testimony, if any) that is given in the arbitration proceeding, or the results of any arbitration award. This paragraph shall not prevent disclosure of the arbitration proceedings: (1) as may be required by law or court order; (2) as may be required to judicially challenge or enforce an arbitration award; (3) as may be required to assist your or Rivian's legal counsel, financial advisors, or accountants—provided that such individuals are also bound by this Section; (4) as may be required to disclose to existing or future shareholders, existing or potential insurers or reinsurers, existing or potential investors, existing or potential lenders, or existing or potential purchasers; or (5) if you and Rivian provide prior written consent. Notwithstanding anything to the contrary, this paragraph shall not apply to claims where confidentiality clauses are made illegal under state or federal law. The arbitrator shall have jurisdiction to hear any disputes over a breach of this Section and shall have authority to fashion an appropriate remedy. The arbitrator shall retain jurisdiction to enforce this Section after arbitration has ended.

Initial Dispute Resolution Requirement. Most disputes can be resolved without resort to arbitration or small claims court. For any Dispute, you and we agree that before taking any formal action to initiate arbitration or a small claims suit we will contact the other in an attempt to resolve the Dispute. You will contact us at demands@rivian.com and provide a brief, written description of the Dispute and your contact information (including your Rivian ID, if you have one). We will contact you at your contact information on file with Rivian. You and Rivian agree to use reasonable efforts to settle any Dispute directly and good faith negotiations shall be a pre-condition to either party initiating a small claims suit or arbitration.

Filing a Demand for Arbitration. If the parties do not reach an agreed-upon solution within a period of 60 days from the time informal dispute resolution is initiated under the Initial Dispute Resolution provision above, then either party may initiate binding arbitration. In order to initiate arbitration, you must file an arbitration demand with AAA. You can find information about AAA and file your arbitration demand at <https://www.adr.org/Support>. You are also required to send a copy of the arbitration demand to us and you should send it by email to: arbitration@rivian.com.

Fees & Costs. AAA's Consumer Arbitration Rules will govern the allocation of arbitration fees and costs between you and Rivian. However, if your arbitration case filing fee exceeds the filing fee you would pay to file the action in a court of law, Rivian will pay the amount of your case filing fee in excess of the filing fee you would pay in a court of law. The amount we pay may be reimbursed in whole or in part by decision of the arbitrator if s/he finds that applicable law allows such reimbursement because your claims were frivolous or brought in bad faith. You are responsible for your own attorneys' fees unless applicable law provides otherwise.

Arbitration Location & Procedure. Arbitration shall be initiated and take place in the city or county of your residence unless you and Rivian agree otherwise, or, if you reside outside of the United States, in Orange County, California. If your claim does not exceed \$25,000, then the arbitration will be conducted solely on the basis of documents you and Rivian submit to the arbitrator. If your claim exceeds \$25,000, you and Rivian may agree to conduct arbitration by videoconference or teleconference or conduct a document-only arbitration without any hearing. The arbitrator will have discretion to require a telephonic or face-to-face hearing for any claim upon the request of a party.

Applicable Law. You and Rivian agree that both the substantive and procedural provisions of the Federal Arbitration Act, 9 U.S.C. § 1 et seq. ("FAA"), shall govern the subject matter, formation, procedure, and enforcement of this Section. The statute of limitations laws, including statutes of repose, of the State in which the selling Rivian dealership on the first page of this Agreement is located, without regard to choice or conflict of law principles, will apply to any claims brought in arbitration.

Arbitrator's Powers. The arbitrator, and not any federal, state, or local court or agency, shall have exclusive authority to resolve all disputes arising out of or relating to the interpretation, applicability, enforceability, or formation of this Section, including but not limited to any claim that all or any part of this Section is void or voidable. The arbitrator shall also have exclusive authority to resolve all threshold issues of arbitrability, including whether a Dispute is subject to arbitration, issues relating to whether this Section is applicable, unconscionable, or illusory, and any defense to arbitration, including waiver, delay, laches, or estoppel. However, the parties agree that any issue concerning the validity of the class action waiver below must be decided by a court, and an arbitrator does not have authority to consider the validity of the waiver. The arbitrator shall be empowered to grant whatever relief would be available to

you in your individual capacity in a court under law or in equity, including public injunctive relief. The arbitrator's award shall be written and shall be binding on you and Rivian. To preserve the confidentiality of the arbitration proceedings, the arbitrator's award shall not be entered as judgment in a court of law, unless you or Rivian fail to voluntarily satisfy the arbitration award within sixty (60) days after the arbitration award has been rendered.

Class Action Waiver. The parties further agree that the arbitration shall be conducted in each party's respective individual capacity only and not as a class action or other representative action, and the parties expressly waive their right to file a class action or seek relief on a class basis. **YOU AND RIVIAN AGREE THAT EACH PARTY MAY BRING CLAIMS AGAINST THE OTHER PARTY ONLY IN YOUR OR ITS INDIVIDUAL CAPACITY, NEITHER YOU NOR RIVIAN WILL BE ENTITLED TO JOIN OR CONSOLIDATE CLAIMS BY OR AGAINST OTHER CONSUMERS IN COURT OR IN ARBITRATION OR OTHERWISE PARTICIPATE IN ANY CLAIM AS A CLASS REPRESENTATIVE, CLASS MEMBER OR IN A PRIVATE ATTORNEY GENERAL CAPACITY.** If a court (after exhaustion of all appeals) declares any of this Class Action Waiver unenforceable, then all other aspects of the case must be arbitrated first. After completing arbitration, the remaining (non-arbitrable) aspects of the case will then be decided by a court.

Small Claims Court. Subject to the Initial Dispute Resolution Requirement, either party may bring an individual action in small claims court consistent with the jurisdictional limits that apply to that forum.

Opt-Out Right. You may opt-out of this Dispute Resolution – Arbitration and Class Action Waiver within 30 days from the date you electronically sign this Agreement, by sending an email to optout@rivian.com from the email associated with your Rivian ID with "Opt-Out of Arbitration" in the subject line and, in the body of the email, your full name and address. Any opt-out of this provision does not affect the validity of any other arbitration agreement between you and Rivian. If you opt out of this provision and at the time you sign this Agreement you were bound by an existing agreement to arbitrate disputes with Rivian, that existing arbitration agreement will remain in full force and effect.

Severability. If any arbitrator or court determines that any part of this Dispute Resolution – Arbitration and Class Action Waiver is illegal or unenforceable, then such part will be eliminated and the remainder of the Dispute Resolution – Arbitration and Class Action Waiver will remain in force and effect and the unenforceable part shall be deemed to be modified solely to the extent necessary to make it enforceable.

Survival. This Dispute Resolution – Arbitration and Class Action Waiver shall survive the end of this Agreement and/or your relationship with Rivian, including the end of any promotion or contest, opt-out of communication or other use or participation in any Rivian Product or Service.

General Warranty Provisions and Terms

Warrantor

Rivian Automotive, LLC (“Rivian”) will provide repairs to Rivian covered 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
United States
customerservice@rivian.com

Limitations and Disclaimers

Limitations and Disclaimers

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

Warranties and conditions arising under state 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 Adventure Gear Limited Warranty for such jurisdictions which do not allow a limitation on the duration.

Rivian Adventure Gear Products Covered

The warranties in this Warranty Guide apply to Rivian covered products sold by Rivian in the 50 United States and Washington, D.C. Warranty service is provided exclusively in the 50 United States, Washington, D.C., and Canada.

Multiple Warranty Conditions

Warranty terms and conditions may vary depending on the part or system covered. A warranty for specific parts or systems is governed by the terms in the applicable warranty section, and other general provisions in the Warranty Guide section below.

Warranty Transfer

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

Adventure Gear Limited Warranty

This Warranty Guide provides a 2-year warranty from the date of delivery with proof of purchase. Coverage includes the repair or replacement of an applicable Rivian product found to be defective in materials or workmanship under normal operation and use.

Exclusions and Limitations Apply:

- Coverage does not include ordinary wear and tear, or damage caused by improper use or accidents.
- Any part replaced under the terms of this Warranty Guide shall become the property of Rivian.

Exclusions and Limitations

This Warranty Guide does not apply in the following situations:

- The covered products are modified without Rivian's written approval.
- The covered products are repaired in a way that is inconsistent with Rivian service requirements.
- The covered products are subjected to unusual physical, thermal, or electrical stress; racing; overloading; improper installation; misuse; abuse; accident; fire; floods; or negligent use, storage, transportation, or handling.
- The vehicle or covered product is used primarily for business or commercial purposes.

In addition, damage or the malfunction of Rivian covered products or any of its component parts are not covered under this Warranty Guide when caused by the following:

- Lack of routine maintenance as set forth in the Owner's Guide for your vehicle.
- Lack of repair or failure to repair in a timely manner.
- Failure to observe and comply with all field service action notifications.
- Winching, towing, or transporting in an improper manner.
- Theft or other criminal activity.
- Collisions, crashes, and objects striking the covered products.
- Using the covered products for purposes other than those for which it was designed.

In addition, this Warranty Guide does not cover any of the following:

- Normal noise, vibration, and harshness, including but not limited to road noise and vibration, and general creaks, squeaks, and rattles not associated with material or workmanship defects.
- Wear and tear or deterioration because of age, miles driven, environmental exposure and chemical processes under dynamic operation, stationary conditions, use, and non-use.

Voided Warranty

To maintain warranty coverage, you must comply with the vehicle Owner's Guide, this Warranty Guide, and any future field service action notifications for Rivian covered products. If the instructions, warnings, and all other information in these documents are not followed, or if you do not have field service actions performed, your warranties may be voided. These instructions include, but are not limited to, compliance with field service action notifications, proper use, repair and maintenance requirements, and software updates.

If your covered products leave the 50 United States, Washington D.C., or Canada, for warranty purposes:

- Except where specifically required by law, there is no warranty coverage for these covered products if they are sold or registered outside of the 50 United States and Washington D.C.
- This policy does not apply to vehicles registered to U.S. government officials or military personnel on assignment outside of the United States.

Although Rivian does not require all service or repairs be made at a Rivian-authorized repair facility or other authorized repair channel, this Warranty Guide may be voided in whole or in part due to improper maintenance, service, or repair.

Other Limited Warranties

In addition to the warranties described in this guide, the following limited warranties are also available.

Küat Limited Warranty

The Küat products purchased from Rivian are warranted by their manufacturer which include the products listed below. Warranty details for a particular product are outlined in the applicable Küat warranty statement found on their website. The Küat Limited Warranty is only available to the original purchaser of the Küat product.

- Küat Piston SR + Quick Connect Mounts

To obtain warranty service for your original equipment of Küat Products, you may contact Rivian Customer Service for assistance or contact Küat directly.

Küat

Phone: [\(877\) 822-5828](tel:8778225828)

Website: <https://www.Küat.com/forms/warranty-claim/>

Warranty Brochure: <https://www.Küat.com/warranty/>

MAXTRAX Limited Warranty

MAXTRAX Products come with a Lifetime Warranty against manufacturing defects. Subject to the Limitations on Refunds/ Replacements, if the Product/s, when used in accordance with the “Instructions for Use” provided with the Product/s, fails due to defective manufacture, we will replace it at no cost to you. The MAXTRAX Lifetime Warranty is only available to the original owner of the MAXTRAX products.

To obtain warranty service for your original MAXTRAX Products, you may contact Rivian Customer Service for assistance or contact MAXTRAX directly:

MAXTRAX

Phone: [+ 61732657777](tel:+61732657777) (M-F 8 am - 4 pm EST)

E-mail: warranty@maxtrax.com.au

Website: <https://www.maxtrax.com.au/rivianwarranty>

Yakima Limited Warranty

The Yakima products purchased with your new Rivian are warranted by their manufacturer which include the products listed below. Warranty details for a particular product are detailed in the applicable Yakima warranty statement found on their website. The Yakima Limited Warranty is only available to the original purchaser of Yakima products.

- Yakima HighRoad Bike Mount
- Yakima JayLow Kayak Mount
- Yakima FatCat Evo6 Ski & Snowboard Mount
- Yakima SUPDawg SUP & Surfboard Mount

To obtain warranty service for your original equipment Yakima products, you may contact Rivian Customer Service for assistance or contact Yakima directly.

Yakima

Phone: [\(888\) 925-4621](tel:8889254621) (M-F 7am-5pm PST)

E-mail: Support@yakima.com

Website: Yakima.com/support

Warranty Brochure: www.Yakima.com/lifetime-warranty

Pirelli Tire Limited Warranty

The tires that come with the Wheel and Tire Configuration are warranted by their manufacturer. Limited warranty details for a particular tire manufacture are detailed in the applicable tire manufacturer's limited warranty statement found on their website.

To obtain warranty service for your tires that were a part of the Wheel and Tire Configuration, you may contact Rivian Customer Service for assistance or take the tire to an authorized dealer of the Manufacturer. The Pirelli Tire Limited Warranty is only available to the original purchaser of the Wheel and Tire Configuration.

Pirelli Tire, LLC

Consumer Affairs Group

100 Pirelli Drive Rome, GA 30161

United States

Phone: [\(800\) 747-3554](tel:8007473554)

Email: consumer.affairs@pirelli.com

Website: www.us.pirelli.com

Warranty Brochure: <https://www.pirelli.com/tires/en-us/car/tire-use-guide-warranty/tire-warranty>

Exchange Parts

Warranty repairs may be resolved by using exchanged parts with the intent to reduce the amount of time you are without your covered products. New, reconditioned, remanufactured, or repaired parts may be used in this exchange service. In any case, all exchanged parts will have the same limited warranty as service parts and meet Rivian standards. 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

Production changes or upgrades to new covered products do not obligate Rivian to update covered products already built with component parts of a different type or design, so long as the covered products function 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 covered products sold after that date.

Nothing in this Warranty Guide 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 covered products function properly with the replacement part.

Modifications and Waivers

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 covered products that are affected. Owners may contact Rivian to determine if their products are covered in a broader adjustment program. The choice to use adjustment programs does not affect Rivian’s right 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 covered 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 covered products. This Warranty Guide does not imply any Rivian covered products are expected to contain defects or are completely free from defects. Defects may be unintentionally introduced into covered products during the design and manufacturing processes. Such defects could result in the need for repairs. For this reason, Rivian provides this Adventure Gear Limited Warranty to remedy any such manufacturing defects that result in covered products component part malfunction or failure during the warranty period.