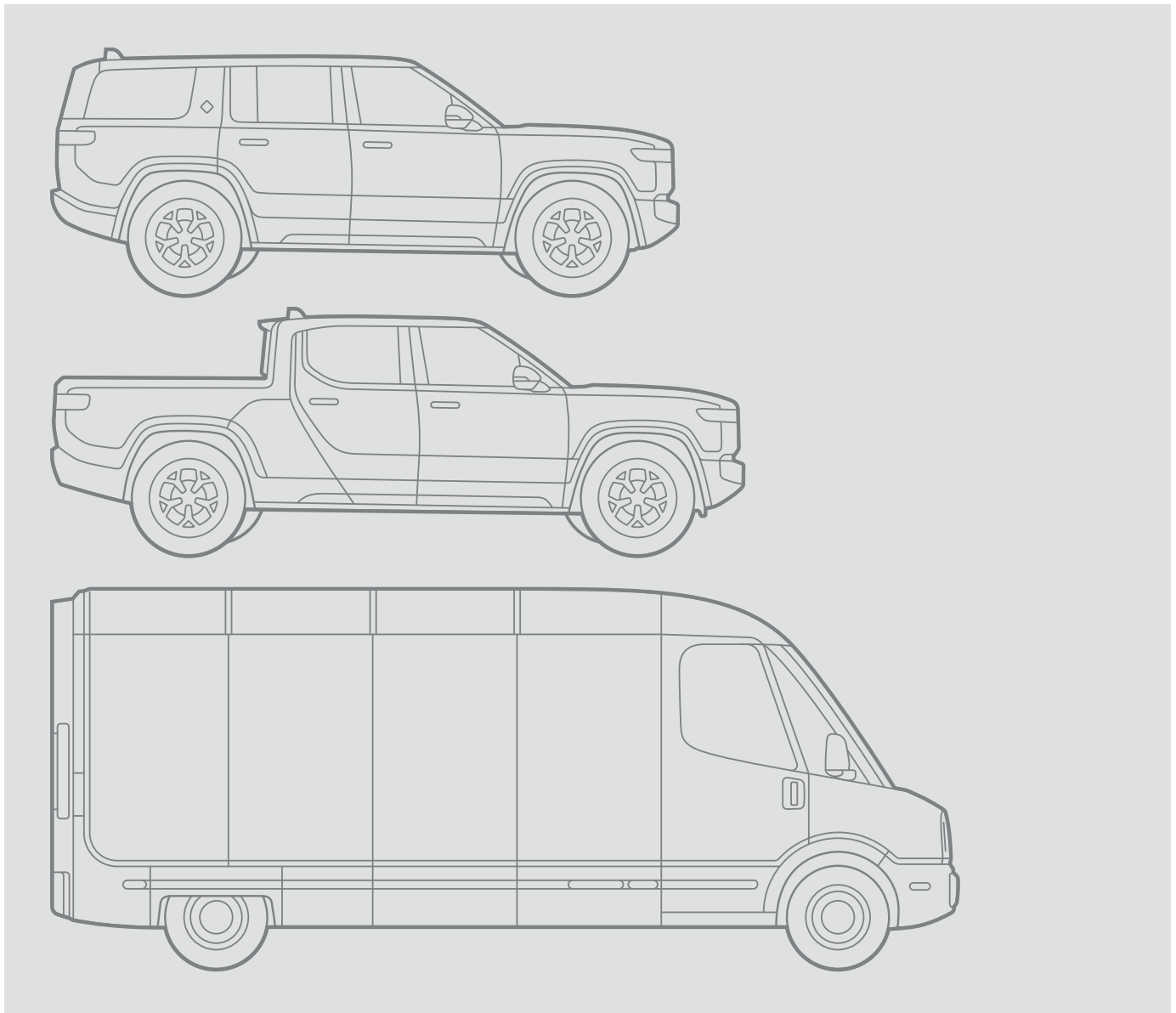


# COMMERCIAL

# New Vehicle

# 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 November 27, 2023.

Revision	Date	Description
1	November 27, 2023	Revised Section 16 Dispute Resolution-Arbitration, Class Action Waiver.

# Customer Information

## RIVIAN'S CUSTOMER 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 vehicle 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.

When Rivian notifies you that vehicle 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, towing, and rental fees for loaners. Local or state 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

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

- The Rivian app.
- E-mail [customerservice@rivian.com](mailto: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.

## RIVIAN ROADSIDE ASSISTANCE

Rivian Roadside Assistance is available 24 hours a day, 365 days a year, with click-to-call in the Rivian Mobile app or by dialing (844) RIVIAN4 / (844) 748-4264. For details regarding Rivian Roadside benefits, refer to the Rivian Roadside Terms and Conditions. <https://rivian.com/legal/roadside>. Explore opportunities for an enhanced roadside experience by contacting Rivian.

# Alternative Dispute Resolution

## BINDING ARBITRATION

You may resolve any dispute, claim, or controversy between you and Rivian arising out of, or related to, your Commercial New Vehicle Limited Warranty by binding arbitration on an individual basis as the sole means to resolve claims as and to the extent provided in the Applicable Law and Class Action Waiver section of your Final Agreement to Purchase and reproduced in this Warranty Guide.

Please note, however, that regardless of where you reside or where your vehicle is registered, your vehicle was purchased in a state where Rivian is licensed to sell new motor vehicles and the laws of the state where the vehicle was purchased may govern in certain situations.

## DISPUTE RESOLUTION – ARBITRATION, CLASS WAIVER

Any claim or dispute you may have related to your Commercial New Vehicle Limited Warranty or the duties contemplated under the warranty (among other disputes) will be arbitrated pursuant to the terms of the Final Agreement to Purchase. Under that agreement, you agreed to resolve disputes with Rivian by binding arbitration, rather than litigation in court. Please reference your Final Agreement to Purchase for full details. You may proceed, after undertaking reasonable and good faith efforts to settle the dispute directly, to binding arbitration or small claims court under the Final Agreement to Purchase.

### 16. DISPUTE RESOLUTION—ARBITRATION, CLASS ACTION WAIVER

**Binding Arbitration.** To the fullest extent permitted by applicable law and except for small claims, 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; and (5) advertising and other communications between You and Rivian. You and Rivian agree to resolve all Disputes by binding arbitration conducted by the American Arbitration Association (“AAA”) in accordance with the AAA Commercial Arbitration Rules, unless You and We agree otherwise. For more information on arbitration and to access the AAA Commercial Arbitration Rules, please visit: [www.adr.org](http://www.adr.org). If the AAA Commercial 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](mailto: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 [demands@rivian.com](mailto:demands@rivian.com). 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](mailto:arbitration@rivian.com).

**Fees & Costs.** AAA's Commercial Arbitration Rules will govern the allocation of arbitration fees and costs between you and Rivian.

**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.

**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 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. 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.

**Severability.** If any arbitrator or court determines any part of this Section 8, Dispute Resolution – Arbitration, Class Action Waiver is illegal or unenforceable, then such part will be eliminated and the remainder of Section 8, Dispute Resolution – Arbitration, 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 Section 8, Dispute Resolution – Arbitration, Class Action Waiver shall survive the end of this Agreement and/or Your relationship with Rivian.

**Choice of Forum.** Any Dispute(s) deemed not subject to arbitration shall be litigated exclusively by either party in the United States District Court for the Central District of California. If the United States District Court for the Central District of California lacks subject matter jurisdiction, then any Dispute(s) deemed not subject to arbitration shall be litigated exclusively by either party in the Superior Court of the State of California in the County of Orange.



# General Warranty Provisions and Terms

## WARRANTOR

Rivian Automotive, LLC (“Rivian”) will provide repairs to Rivian vehicles 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](mailto: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 vehicles.

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 Commercial New Vehicle 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 state to state depending on applicable state law. INCIDENTAL OR CONSEQUENTIAL DAMAGES, INCLUDING WITHOUT LIMITATION, LOSS OF TIME, INCONVENIENCE, LOSS OF USE OF THE VEHICLE, OR COMMERCIAL LOSS ARE NOT COVERED UNDER THIS WARRANTY.

## VEHICLES COVERED

The warranties in this Warranty Guide apply to Rivian vehicles sold by Rivian and registered in the United States. 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.

Some states may not allow limitations on implied warranties or the conditions above, in which case, the above limitations may not apply to you. The replacement part may be a new, reconditioned, or remanufactured part.

Rivian does not authorize any person or entity to create any other obligations or liability for Rivian in connection with this Warranty Guide. The decision whether to repair or replace a part is reserved for Rivian at Rivian's sole discretion.

## YOUR RIGHTS UNDER STATE LAW

The provisions in this Warranty Guide give you specific legal rights. You may also have other rights that vary by state.

## WARRANTY TRANSFER

The warranties described in this Warranty Guide may be transferable to subsequent lawful purchasers of the vehicle. Subsequent purchasers should contact Rivian, before purchase, to determine whether any warranty coverages have been voided.

## WARRANTY PERIOD

The Commercial New Vehicle Limited Warranty begins on the day a new Rivian vehicle is delivered to the first commercial purchaser(s) or by leasing or registering the vehicle for operation, whichever is earlier, and provides coverage for the period based on the specified warranty. Parts repaired or replaced under this warranty are covered only until the original warranty period ends or as otherwise provided by applicable law.

# Commercial New Vehicle Limited Warranty

The Commercial New Vehicle Limited Warranty provides the following coverage, subject to the limitations and exclusions outlined in this document:

- 8-year or 100,000-mile (whichever occurs first) drivetrain and battery pack limited warranty.
- 3-year or 36,000-mile (whichever occurs first) bumper-to-bumper comprehensive warranty.
- 5-year corrosion (perforation) limited warranty.
- 8-year or 100,000-mile (whichever occurs first) occupant active restraint system limited warranty.
- 1-year or 12,000-mile (whichever occurs first) adjustment warranty.

Coverage, exclusions, and limitations for these warranties are detailed below. These warranties cover the repair, replacement, or adjustment necessary to correct 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 and removed from the vehicle shall become the property of Rivian.

## COMPREHENSIVE WARRANTY

Rivian will repair or replace any Rivian component parts found to be defective in factory-supplied materials or factory workmanship under normal operation and use during the applicable coverage period.

## BATTERY PACK LIMITED WARRANTY

Coverage includes all of the components inside the high-voltage battery pack enclosure and the enclosure. Interfaces that connect the vehicle systems to the battery (including but not limited to external cables, harnesses, and hoses) are covered under the terms of the comprehensive warranty.

The high-voltage battery pack capacity naturally decreases over time with use. This expected gradual capacity loss over time is not covered under the Battery Pack Limited Warranty. However, greater than expected degradation is covered under the Battery Pack Limited Warranty. The warranty will cover a battery pack that loses 30% or more of its normal minimum usable rated capacity within the warranty period. Valid battery pack capacity-related warranty claims will be replaced with a battery pack of equal or greater performance that is appropriate to the mileage and age of the vehicle and will be covered for the remainder of the warranty period of the original battery pack. An authorized Rivian service location will determine the usable capacity of your battery pack to determine if the degradation level is within the expected natural range. The decision to repair, replace, or provide remanufactured parts, along with the condition of the replacement part, is at the sole discretion of Rivian.

## **DRIVETRAIN LIMITED WARRANTY**

Coverage includes the electric motors, gearbox assembly, disconnects (rear only), and the dual power inverter module. Interfaces that connect the vehicle systems to the drivetrain (including but not limited to external cables, harnesses, and hoses) are covered under the terms of the comprehensive warranty.

## **CORROSION (PERFORATION ONLY) LIMITED WARRANTY**

Coverage begins on the same date as the Commercial New Vehicle Limited Warranty and continues for 5 years with no mileage limit. Rivian will repair or replace any original body panel that rusts completely through from the inside out (perforated by corrosion). This includes panels previously repaired or replaced under this warranty. You will not be charged for any parts, material, or labor under this warranty. Any body panels repaired or replaced under this warranty are covered only for the time remaining in the 5-year warranty period.

## **OCCUPANT ACTIVE RESTRAINT SYSTEM LIMITED WARRANTY**

Rivian vehicle seat belts and related seat belt components are warranted against defects that Rivian finds in workmanship and materials for 8 years or 100,000 miles, whichever occurs first. This limited warranty covers the repair or replacement necessary to correct defects in materials or workmanship of any parts manufactured or supplied by Rivian that occur under normal operation and use during the applicable coverage period.

For vehicles sold and registered in the State of Kansas, seat belts and related seat belt components are warranted against defects in workmanship and materials for 10 years, regardless of mileage.

This limited warranty does not cover replacement of seat belts and related components required as the result of a collision.

## **ADJUSTMENT WARRANTY**

Adjustments required due to a defect in material or factory workmanship are covered for the first year or 12,000 miles, whichever comes first. Thereafter, all adjustments are considered owner responsibility. Coverage includes wheel alignments and tire balancing; brake pad/lining replacements; the replacement of defective consumable maintenance items (such as wiper blades, key fob batteries, and filters); body fit concerns (such as misaligned body panels or squeaky hinges); and minor cosmetic imperfections visible at delivery (such as minor paint imperfections).

## EXCEPTIONS

The items below are covered for periods different from the comprehensive warranty coverage. These limited warranties cover the repair or replacement necessary to correct defects in materials or workmanship of any parts manufactured or supplied by Rivian that occur under normal operation and use during the applicable coverage period.

- The original equipment 12-volt batteries that come with your Rivian are covered by a 3-year or 36,000-mile (whichever occurs first) limited warranty. Defective batteries will be replaced at no cost during this warranty period. 12-volt batteries may be damaged or drained if the vehicle is left unplugged for an extended time. 12-volt batteries damaged or drained due to such improper maintenance are not covered under warranty.
- Exterior body panel surface rust is covered by a 3-year or 36,000-mile (whichever occurs first) limited warranty.
- The Camp Speaker, if equipped, is covered by a 2-year limited warranty.

## EXCLUSIONS AND LIMITATIONS

The Commercial New Vehicle Limited Warranty does not apply to a vehicle in the following situations:

- The vehicle or product is repaired in a way that is inconsistent with Rivian service requirements. See the Owner's Guide for your Rivian vehicle for information on service and maintenance requirements.
- The vehicle or product is subjected to unusual physical, thermal, or electrical stress; racing; overloading; improper installation; misuse; abuse; accident; fire; floods; or negligent use, storage, transportation, or handling.

In addition, damage or the malfunction of the vehicle or any of its component parts is not covered under the Commercial New Vehicle Limited Warranty when caused by the following:

- Using or installing parts or performing modifications not approved by Rivian.
- 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.
- Attempting to charge the vehicle by any means other than through the charge port.
- Failure to observe and comply with all field service action notifications.
- Using the vehicle to improperly tow, winch, or otherwise improperly convey transportation.
- Winching, towing, or transporting the vehicle in an improper manner.
- Theft or other criminal activity.
- Collisions, crashes, and objects striking the vehicle.
- Reckless driving of the vehicle over hazardous surfaces including but not limited to curbs, potholes, debris, vegetation, or other obstacles.
- Competition and racing.

## COMMERCIAL NEW VEHICLE LIMITED WARRANTY

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- Using the vehicle for purposes other than those for which it was designed including using the vehicle for long-term stationary power backup or supply.
- Immersion of the vehicle or its components in salt water.
- Environmental damages, malicious acts, or acts of God, including but not limited to storms, hail damage, floods, high winds, fire, lightning, prolonged exposure to direct sunlight, road debris, vandalism or acts of violence, animal infestation, tree sap, harmful airborne chemicals including, but not limited to, ash and fallout, exposure to salt, stone chips, pavement tar, and insect and bird droppings.
- Storing the vehicle at temperatures below -31°F without being plugged into a charger.
- Damage caused by snow traction devices.

In addition, this Commercial New Vehicle Limited Warranty does not cover any of the following:

- Glass, including windshield glass, that is cracked, chipped, scratched, or otherwise broken by any means besides a defect in material or workmanship. This applies to Rivian-manufactured or -supplied windshield and glass.
- Normal noise, vibration, and harshness, including but not limited, to brake noise, road noise and vibration, and general creaks, squeaks, and rattles.
- Any accessory or the installation of non-Rivian authorized parts and accessories. This includes damage caused by unauthorized parts and accessories and by their installation, including but not limited, to driveline failures occurring from modifying the stock vehicle with large tires, wheel spacers, aftermarket components that can damage the driveline like tank tracks, large off-set wheels.
- Tires, including spare tires.
  - The tires that come as original equipment on your Rivian may be warranted by their manufacturer. Please visit the tire manufacturer's website for details
- Regular maintenance services, including but not limited to the following:
  - Standard periodic service and diagnostic checks (for details see the Owner's Guide for your vehicle or service documents).
  - Wheel alignment, balancing, and tire rotation.
  - Exterior and interior care (such as washing, cleaning, and waxing). If equipped, wood trim has inherent variations in color and texture, dependent upon being properly cleaned and maintained. Wood trim may lighten or darken due to age or exposure to sunlight; this is not a defect in materials or workmanship.
- Towing costs, charges, or other fees associated with non-warranty repairs and service (such as failure to adequately charge the vehicle resulting in loss of motive power during use).
- Wear and tear or deterioration because of age, miles driven, environmental exposure and chemical processes under dynamic operation, stationary conditions, and non-use.

## Additional Exclusions and Limitations for Corrosion

The Corrosion (Perforation Only) Limited Warranty does not cover the following:

- Surface rust on the underbody or any other part of the vehicle except body panels.
- Rusting of body panels that were repaired, replaced, or refinished after sale of the new vehicle, unless those panels were repaired or replaced under this warranty.
- Body panel rust caused by abuse, misuse, or lack of maintenance.
- Rusting where the paint has been damaged by road hazards, such as stones and debris.
- Rust caused by immersion of the body panel in water, mud, or sand, or from exposure to corrosive gas or industrial fallout.
- Paint matching. Rivian will decide how much of the repaired or replaced panel (and any adjoining body panels) needs to be repainted to match the original finish. Rivian will not, under any circumstance, authorize painting the entire vehicle purely for the purpose of paint matching.
- Vehicle's matte finish appearance (if equipped). Maintaining the matte finish is solely the responsibility of the vehicle owner as described in the Owner's Guide for your vehicle.
- Repairs due to damage caused by application of aftermarket rustproofing products.

## VOIDED WARRANTY

Complying with the Owner's Guide, this Warranty Guide, and any future field service action notifications for your vehicle is important to maintain warranty coverage. This Commercial New Vehicle 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, vehicle proper use, vehicle repair and maintenance requirements, and software updates.

As with proper operation and maintenance of your vehicle, Rivian is not responsible for you receiving and maintaining your vehicle's maintenance and service records. Detailed records must include the service center location or mobile service identification number, service dates, description of services, and the full 17-digit vehicle identification number (VIN). Transferring any maintenance or service records should the vehicle be resold is not Rivian's responsibility.

The following events may also void the Commercial New Vehicle Limited Warranty:

- Abuse or neglect that interferes with the proper functioning of the vehicle.
- VIN defacing or alterations.
- Odometer modifications or disconnections.
- Vehicles that have been determined to be dismantled, fire damaged, flooded, salvaged, or a total loss.
- Damage to your vehicle due to towing that was not pre-authorized by Rivian Customer Service or Roadside Assistance.

Rivian also reserves the right to use telemetry data obtained directly or remotely, or any other vehicle-related data gathered by any means, to verify any vehicle or vehicle system fault, troubleshoot any concern, conduct research and analysis for vehicle improvement, evaluate vehicle functionality and performance, analyze vehicle incidents, and approve or deny warranty claims.

If your vehicle leaves the United States, for warranty purposes:

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

Except as described below, taking your product to be serviced by a repair shop that is not a Rivian authorized repair facility will not void this warranty, and using third-party parts alone will not void this warranty. However, Rivian will exclude warranty coverage for defects or damage caused by unauthorized parts, service, or use of the vehicle (including defects or damage caused by use of aftermarket parts or use of the vehicle for racing or competition). The denial of coverage may be based on the installation of parts designed for unauthorized uses of the vehicle. Rivian strongly recommends that you have all maintenance, service, and repairs done at a Rivian-authorized repair facility.

## DAMAGES

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.

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.

Some jurisdictions do not allow the exclusion or limitation of indirect, direct, incidental, special, or consequential damages, so the above limitations or exclusions may not apply to you.



# Other Limited Warranties

In addition to the Commercial New Vehicle Limited Warranty, the following limited warranties are also available.

## XPEL LIMITED WARRANTY

XPEL, Inc. expressly warrants to the owner that, for a period of 5 years or 60,000 miles, whichever covers first (the “Warranty Period”) from the vehicle purchase date, XPEL will cover defects on Front Paint Protection (the “Product(s)”) such as: yellowing, cracking, blistering, and delaminating. This Limited Warranty only applies to XPEL’s Products which are professionally installed by an authorized XPEL installer.

XPEL will, at its option, remove or replace the Product without charge if the Product fails or does not perform as warranted solely due to a manufacturing defect within the Warranty Period, subject to the exclusions set forth in this Limited Warranty. If XPEL elects to replace the Product, XPEL will have an authorized installer of its choice remove and reapply the Product to areas determined by XPEL in its sole discretion to be covered by this Limited Warranty. XPEL will cover parts and labor. The replacement of the defective film is the exclusive remedy for all Products covered under this Limited Warranty. During the entire Warranty Period, XPEL’s obligation as to repair or replacement shall further be limited to repair or replacement with the Products that are available at the time of the repair or replacement and shall be limited to the repair or replacement of only the specific Product that fails due to a manufacturing defect. Any repaired or replaced product shall also remain subject to the Warranty Period, and any repair or replacement shall not extend the original Warranty Period in any manner or start a new warranty period. These are the exclusive remedies for all Products covered under this Limited Warranty.

To obtain warranty service for Front Paint Protection, you may contact XPEL directly at:

Phone: [1 \(210\) 678-3700](tel:1(210)678-3700)

Email: [Support@xpel.com](mailto:Support@xpel.com)

## SERVICE PARTS LIMITED WARRANTY

Rivian warrants the original new and remanufactured service parts it sells against defects that Rivian finds in materials or workmanship for 12 months commencing on the date of sale or installation by an authorized service entity.

Upon discovery of a defect in material or workmanship, the part or the vehicle in which the covered part is installed, shall be brought to any authorized service entity to obtain service under this warranty. The service entity will repair or replace the defective part without charge to the customer upon presentation of the original invoice or repair order verifying the date of sale or installation. The decision to repair or replace the part is made solely by Rivian.

The part replaced under the terms of this warranty shall become the property of Rivian.

## LIMITATIONS FOR SERVICE PARTS SOLD OVER THE COUNTER

When a part that is sold over the counter is already removed from the vehicle and returned to the authorized service center as defective with the original sales receipt, if Rivian finds a defect in materials or workmanship, Rivian will cover either:

- The cost of repairing the part, or
- The cost of an equivalent new or remanufactured replacement Original Part.

The labor required to remove and reinstall the part, in this situation, is not reimbursable to the customer.

For consumer-installed parts, the warranty start date is the invoice date of the parts sale. The original invoice to prove the parts warranty start date must be provided in the event of a subsequent failure.

Original parts that are replaced under the Service Parts Limited Warranty receive the remainder of the original 12-month coverage, should subsequent failures occur.

# Exchange Parts

Warranty repairs may be resolved by using exchanged parts with the intent to reduce the amount of time you are without your vehicle. 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

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

# Modifications and Waivers

Only an authorized Rivian representative can modify this Commercial New Vehicle 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 vehicles. Owners may contact Rivian to determine if their vehicle is 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 Rivian vehicles, 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 vehicles. This Warranty Guide does not imply any Rivian vehicle is expected to contain defects or is completely free from defect. Defects may be unintentionally introduced into vehicles during the design and manufacturing processes. Such defects could result in the need for repairs. For this reason, Rivian provides the Commercial New Vehicle Limited Warranty to remedy any such manufacturing defects that result in vehicle component part malfunction or failure during the warranty period.