

Warranty & Service

Getting Help

Before calling for service, review the troubleshooting page, and familiarize yourself with each RIAS appliance's warranty terms/conditions.

If you cannot resolve the issue, call a RIAS Customer Service Representative, Mon – Fri, 9:00 a.m. to 6:00 p.m., Pacific Time: 1(949)209-9569, or visit our website: www.rias-usa.com

Warranty

What is Covered

CERTIFICATE OF WARRANTIES:

RIAS RANGE HOODS WITHIN THE 50 STATES OF THE USA, THE DISTRICT OF COLUMBIA, AND CANADA

FULL 3-YEAR WARRANTY

- The warranty applies only to the RIAS range hoods sold to the first-use purchaser, starting from the date of original retail purchase or closing date for new construction, whichever period is longer. Warranty is valid on products purchased brand new from a RIAS authorized retailer / dealer, or other sellers authorized by RIAS or an authorized RIAS distributor.
- If your RIAS product fails to function within 3 years of the original purchase date, due to material or manufacturing defect, RIAS will remedy it without charge to you.
- All cosmetic damage (e.g., scratches, blemishes, etc.) to the product or included accessories must be reported to RIAS within 60 days of the original purchase date to qualify for warranty coverage. Product must also be registered and issued a warranty ID number.
- Consumable parts such as filters and light bulbs are not covered and are the responsibility of the purchaser.

LIMITATIONS OF COVERAGE

- Service will be provided by a RIAS designated service company during regular business hours. These providers are independent entities and are not agents of RIAS USA LLC.
- Dealer display and model-home display products with a production date greater than 5 years, products sold “As Is,” and products installed for non-residential use, including but not limited to: religious organizations, fire stations, bed and breakfast, and spas carry a 1-year parts warranty only.
- All delivery, installation, labor costs, and other service fees are the purchaser's responsibility. Warranty is null and void on products that are altered, defaced, or missing serial numbers and tags.
- The owner must provide proof of purchase or closing statement for new construction upon request. All RIAS products must be accessible for service.
- Warranty is null and void if non-ETL or non-CUL approved product is transported from the U.S.A.

What Is Not Covered

- Slight color variations because of differences in painted parts, kitchen lighting, product placement, etc.; this warranty does not apply to color variation.
- Service calls to educate the customer on proper use and care of the product.
- Service fees for travel to islands and remote areas, including but not limited to: ferries, toll roads.
- Consequential or incidental damage, including but not limited to: food/medicine loss, time away from work, restaurant meals.
- Product failure when used for commercial, business, rental, or any non-residential-consumer use.
- Product failure due to improper product installation.
- Replacement of house fuses, fuse boxes, or circuit breaker reset.
- Product damage due to accident, fire, flood, power interruption, power surges, other “acts of God.”
- Liability/responsibility for damage to surrounding property, including but not limited to: cabinetry, floors, ceilings and other nearby structures/objects.
- Breakage/discoloration/damage to glass, metal surfaces, plastic components, trim, paint, or other cosmetic finish due to improper usage, care, abuse, or neglect.
- Discoloration or scratches of metal / stainless steel components.

OUT OF WARRANTY

- Should you experience a service issue beyond the standard warranty period, contact us anyway. RIAS reviews each issue and customer concern to provide the best possible solution under the circumstances.

THE REMEDIES PROVIDED IN THE ABOVE EXPRESS WARRANTIES ARE THE SOLE AND EXCLUSIVE REMEDIES. THUS, NO OTHER EXPRESS WARRANTIES ARE MADE, AND OUTSIDE THE 50 STATES OF THE UNITED STATES, THE DISTRICT OF COLUMBIA, AND CANADA, ALL IMPLIED WARRANTIES, INCLUDING BUT NOT LIMITED TO ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR USE OR PURPOSE, ARE LIMITED IN DURATION TO 3 YEARS FROM THE ORIGINAL PURCHASE DATE. IN NO EVENT SHALL RIAS BE LIABLE FOR INCIDENTAL EXPENSE OR CONSEQUENTIAL DAMAGES. IN THE EVENT RIAS PREVAILS IN ANY LAWSUIT, RIAS SHALL BE ENTITLED TO REIMBURSEMENT OF ALL COSTS AND EXPENSES, INCLUDING ATTORNEY'S FEES, FROM THE RIAS CUSTOMER. NO WARRANTIES, EXPRESS OR IMPLIED, ARE MADE TO ANY BUYER FOR RESALE.

Some states do not allow limitations on the length of an implied warranty, or do not allow the exclusion or limitation of inconsequential damages; therefore, the above limitations or exclusions may not apply to you. This warranty gives you specific legal rights, and you may also have other rights that vary from state to state.