

FAQ — Shipping & Delivery

Delivery times

How long can I expect to receive my eBike?

Orders ship within **1-2 business days**. For current D-series orders, most customers in the contiguous 48 states receive their order in **4-8 days**; **15 business days** is the outer bound for remote or restricted destinations.

For pre-orders, refer to the shipping date shown on the product page. A shipping confirmation email is sent once the order has shipped.

Do delivery dates come with a guarantee? No. Any delivery dates provided are **estimates**. For third-party shipping, CEMOTO cannot provide additional shipping information or documentation.

Shipping coverage

Where do you ship?

CEMOTORIDE currently ships to the **48 contiguous states of the United States only**, excluding:

- Alaska
- Hawaii
- Other islands
- Military bases (APO, FPO, DPO addresses)
- Other restricted locations
- P.O. Boxes

Other countries and regions are not served at this time. If you are not sure whether your area is available for shipping, email support@cemotoride.com to inquire.



Regional stores: CEMOTO operates separate stores for other markets — **United Kingdom** (uk.cemotoride.com) and **Europe** (eu.cemotoride.com).

Do you ship to Alaska or Hawaii? No. CEMOTO ships to the lower 48 states in the US only.

Where do orders ship from? Orders for U.S. customers ship free from a **U.S. warehouse**. CEMOTO's U.S. operations are run by ELECOBIKE INC., with the warehouse located in Los Angeles / Pomona, California.

Shipping costs

How much does shipping cost? All orders come with **free shipping**. The main FAQ also states shipping is free for all orders over \$100.

Who pays for return shipping? If the return is not due to product quality, the customer is responsible for paying their own return shipping costs. **Shipping costs are non-refundable**. Where CEMOTO is at fault (damaged, defective or incorrect item), CEMOTO covers the return shipping.

Tracking

Can I track my shipment? Where is my package? Yes. As soon as your order leaves the warehouse you will receive a **shipping confirmation email with a tracking number** so you can follow the delivery in real time. You may also receive notification by SMS containing the waybill number. Track the package on the carrier's official site.

My order contains several products. Will it ship together? If your order includes several products, the estimated shipping time will depend on the product that takes the longest. To improve delivery efficiency, orders may be shipped separately.

“ **Important:** Due to delivery restrictions, **the battery and the eBike body may not be shipped in the same package**.

Carriers

Which carriers do you use? CEMOTORIDE ships using **FedEx and USPS**, based on the size and weight of the order and the delivery address. The main FAQ also references FedEx or another parcel service for eBikes.

Orders are shipped in a single box whenever possible, but occasionally multiple shipments are needed — for example if several large or bulky items were ordered.

Addresses and delivery

I'm not home during the day. Can I have my order sent to another address? Yes. You may enter an alternative delivery address (such as your workplace or a family member's address) during checkout.

⚠ **Warning:** Due to shipping regulations, eBike batteries are classified as **dangerous goods** and **cannot be shipped to parcel stores or lockers**. They must be delivered to a physical address where someone is available to receive the package.

Can I change my shipping address after placing an order? In some cases, yes — if the order has not yet been prepared for shipment. Contact CEMOTO immediately through the contact form.

Any changes made to shipping after the item has shipped — including changing the address, suspending the order, or updating shipping settings — **may delay receipt** of the product, replacement and/or refund. If the order has already shipped, CEMOTO will attempt to update the logistics company, but **delivery to the new address is not guaranteed**. You are responsible for all possible risks and expenses caused by changing the address after shipment.

Signature and inspection

Is a signature required for delivery? CEMOTO products are generally quite valuable, so **a signature is required upon delivery of any order valued at \$300 or higher**. Any person in the household can sign for the delivery.

Product page FAQs for the D-series note that a signature is normally not required. **The Shipping Policy requirement for orders over \$300 governs.**

What should I do before signing? Inspect the package carefully before signing. If it is damaged or deformed, **do not sign or open the package** — contact CEMOTORIDE Support promptly instead.

Once you (or someone on your behalf) sign for the item, CEMOTORIDE considers it as your acceptance of the package.

You are strongly advised to film a complete unboxing video and check the items against the packing list. If something is missing or damaged, contact CEMOTORIDE Support **within 24 hours** of receiving the package. Formal shipping-damage claims must be raised within **7 calendar days** of receipt.

Delays and exceptions

CEMOTORIDE assumes **no responsibility** for delayed or rejected orders due to the following:

- Shipping time may be delayed **1-5 business days** for transportation to remote regions
- Delay or delivery failure because of the consignee's actions — such as a wrong address, incorrect contact information, or refusal to accept
- Delay due to **force majeure** events such as weather, government actions or transport interruptions
- Aviation/security restrictions for certain products
- Confiscation due to transport regulation violations
- Delivery interruptions on weekends and holidays
- Addresses where courier access is restricted

What if I enter the wrong address? Contact CEMOTORIDE Support promptly. Confirm your delivery information again before payment. See the address-change terms above.

Shipping damage

What should I do if a component arrives damaged? Photograph the **carton, shipping label, internal packaging and affected component**, then email support@cemotoride.com to open a support ticket. If shipping damage to a component is confirmed, replacement parts are typically dispatched within **48 hours**.

Requirements for a shipping damage claim:

- Claims must be reported within **7 calendar days** of receipt
- **Photos of external packaging and damaged components are required**
- Minor cosmetic scratches on packaging or free accessories are **not eligible for compensation**

See [Warranty Claims](#).

Related pages

- [Shipping Policy](#)
 - [Warranty & Returns](#)
 - [Payment Policy](#)
 - [Contact & Support](#)
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