

FAQ — Warranty & Returns

Warranty

What kind of warranty do you offer on your bikes?

CEMOTO products are covered by a **1-year limited manufacturer's warranty** against defects in materials and workmanship, covering manufacturing defects in materials and workmanship. The frame, battery, controller and motor are each covered for **12 months**; the instrument panel is covered for **6 months**.

Warranty coverage by component

From the owner manual and warranty policy:

Component	Period	Notes
Frame structure	12 months	Out-of-warranty replacements charged at cost
Lithium-ion battery	12 months	Degradation-based; see limits below
Controller	12 months	Performance failure or quality problem not repairable
Motor	12 months	Coil burn; hub damage from demagnetization, short circuit, open circuit, abnormal noise, material damage, deformation, fracture
Instrument panel (display)	6 months	Shorter period than other electrical components
Electrical & mechanical components	12 months	Against manufacturing defects
Brakes, plastic parts, tires, LED lights, mud fenders, chains, inner tubes, screws, bearings, shock absorbers	Not covered	Fast-wearing parts; not covered by warranty
Free accessories, promotional items, bundled gifts	Excluded	—

Component	Period	Notes
Consumables and wearing parts	Excluded	Tires and lines, entire brake system, plastic parts, brake cables and covers

Warranty period start and registration

- The warranty period **begins on the date the product is delivered** to the customer.
- The limited warranty applies to the **original retail purchaser** and is **automatically registered** at the time of purchase through the official website or authorized sales channels.
- CEMOTO also offers a voluntary [warranty registration portal](#) for ownership verification.

Warranty transfer

Warranty transfer is permitted **only** when:

1. The original warranty period has **not expired**
2. The new owner provides **valid proof of the original purchase**
3. The original purchaser's **name and order number are available**

Battery-specific warranty limits

A warranty may be provided if:

- The discharge meter detects **less than 70 % of available capacity**
- The voltage is abnormal and the battery cannot be charged

Battery warranty excludes failures caused by:

- Use of non-certified chargers
- Overcharging or deep discharge
- Physical impact or water intrusion
- Seal tampering or unauthorized disassembly
- Use in non-approved devices

Eligible battery defects are repaired or replaced **without extending the original warranty period**. Battery replacement does **not** qualify for cash reimbursement.

What the warranty does not cover

This warranty does not cover:

- Damage from **misuse, abuse, racing, stunts, or off-road misuse**
- **Improper storage or transportation**
- **Environmental exposure** — salt, sand, chemicals, moisture
- **Unauthorized repairs or modifications**
- **Removed or altered serial numbers**
- **Improper assembly or installation**
- **Fire, flood, theft or natural disasters**
- **Commercial rental or fleet use**
- Products used **outside approved regions**
- **Rust, corrosion and oxidation**
- **Paint fading, surface scratches and cosmetic wear**
- **Crash or impact damage**
- **Unauthorized drilling, welding or modifications**
- **Structural damage caused by overload**

From the owner manual, these situations are also outside free after-sales service:

1. Consumables and wearing parts
2. Warranty parts that exceed the warranty period
3. Damage caused by the user not strictly following the instructions
4. Damage or quality problems caused by accidental impacts, collisions and exposure to corrosive substances
5. The purchase invoice is inconsistent with the warranty card
6. Unauthorized disassembly or modification resulting in damage, or where the initial failure state is destroyed so technical assessment cannot be carried out
7. Cosmetic problems on a scrapped motorcycle
8. Damage caused by modifications made without prior consent of the company or an authorized sales and service center

Note: major components — battery cells, motors, chargers and controllers — are **labeled before delivery**. **Major parts without labels are not covered by warranty.**

Frame warranty exclusions

Frame damage not covered includes:

- Rust, corrosion and oxidation
- Paint fading, surface scratches and cosmetic wear
- Crash or impact damage
- Unauthorized drilling, welding or modifications
- Structural damage caused by overload

Approved frame replacements may be **new, refurbished, or cosmetically imperfect units** with equivalent functionality. **Labour and installation costs are excluded.**

Warranty claims

How do I submit a warranty claim? All warranty claims must be submitted via **email to support@cemotoride.com**.

What documentation is required?

- Proof of purchase and order number
- Customer contact information
- **Clear photos or videos showing the defect**
- A detailed written description of the issue

Incomplete claims may be **delayed or rejected**. Replacement parts will **not** be shipped until sufficient evidence is reviewed and approved by the technical team.

All warranty resolutions are provided at CEMOTORIDE's discretion, including **repair, replacement, or equivalent substitution**.

Who pays for shipping on warranty parts? Customers are responsible for shipping costs for replacement parts unless otherwise specified.

Do I have to return the defective part? Returned defective parts may be required prior to replacement shipment. **Failure to return requested parts may void future warranty support.**

What about labour and third-party costs? Third-party labour, service, diagnostic and mechanic fees are **strictly excluded**. CEMOTORIDE is not responsible for downtime, transportation costs, or business losses resulting from warranty repairs.

How long does a warranty claim take? CEMOTO does not publish a fixed timeline. In-stock warranty orders are processed within **10 business days** for cancellation purposes, which gives a rough indication.

Shipping damage

What if my order arrives damaged? Customers must **inspect products immediately upon delivery**.

- Shipping damage 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**

For the D-series, if shipping damage to a component is confirmed, replacement parts are typically dispatched within **48 hours**.

What if I sign for a damaged package? Once you (or someone on your behalf) signs for the item, CEMOTORIDE considers it your **acceptance of the package**. Inspect before signing — if the package is damaged or deformed, do not sign or open it, and contact support promptly.

Returns

What is your return policy if I'm not satisfied with my bike?

You have **15 days from delivery** to request a return. The item must be in the same condition as received, unworn or unused, with its original packaging and accessories, and with proof of purchase.

How do I start a return? Contact **support@cemotoride.com** before sending any item back. Returns sent **without prior authorization may not be accepted**.

You will be issued a **Return Merchandise Authorization (RMA)** and detailed instructions.

Where do I send the return?

“ CEMOTORIDE Returns Center 4250 Shirley Ave, El Monte, CA 91731 Phone: 626-216-0518

What are the return eligibility requirements? To be eligible, the item must be:

- In the **same condition as received**
- **Unworn or unused**
- With **original packaging and accessories**
- With **proof of purchase**

Who pays for return shipping?

- **Personal preference** (such as changing your mind): the **customer** is responsible for return shipping costs

- **CEMOTO's error** (damaged, defective or incorrect item): **CEMOTO** covers the return shipping fees

Shipping costs are non-refundable.

Is there a restocking fee? A restocking fee of **10 % of the order total** applies to refused deliveries. For opened boxes or bikes not returned in pristine condition, a restocking fee of **up to 15 %** may apply.

What items cannot be returned?

- Perishable goods (food, flowers, plants)
- Custom or special-order items
- Personal care products
- Hazardous materials
- Sale items and gift cards

How do exchanges work? To exchange an item, **return the original product first**. Once approved, you may place a new order separately.

Refunds

How long does it take to receive my refund? Once the return is received and inspected, you will be notified. If approved, refunds are typically processed within **10 business days** to the original payment method.

If you have not received your refund after **15 business days**, contact support@cemotoride.com.

Can I cancel instead of returning? Yes — but cancellation fees apply after the initial window.

See [Returns & Refunds](#).

What if I refuse delivery? Refused deliveries are **not eligible for a full refund**. The following will be deducted:

- **Return shipping cost** — the actual cost of returning the package to the warehouse
- **Restocking fee** — 10 % of the order total

CEMOTO reserves the right to adjust these fees based on actual costs incurred.

Policy interpretation

Can CEMOTO change the warranty terms? Yes. CEMOTORIDE reserves the right to interpret, modify or update the warranty policy at any time without prior notice. **The most current version published on the website shall prevail in all disputes.**

The warranty is the **exclusive remedy** available to the purchaser. CEMOTORIDE disclaims liability for indirect, incidental, consequential or punitive damages. Liability is limited to the original purchase price to the maximum extent permitted by law.

Does CEMOTO offer extended warranties? No. The manufacturer states: "*We do not offer extended warranties.*"

When does the limited warranty expire? The limited warranty will expire if the product is used for purposes other than entertainment or transportation, modified in any way, or used commercially or leased. The manufacturer guarantees the product has no manufacturing defects within **90 days from the date of purchase** under this separate limited guarantee.

Related pages

- [Warranty Policy](#)
 - [Warranty Claims](#)
 - [Returns & Refunds Policy](#)
 - [Warranty Registration](#)
 - [Contact & Support](#)
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