

Returns & Refunds Policy

CEMOTO Return & Refund Policy — return window, eligibility, shipping costs, refunds and refused deliveries.

1. Return window

You may request a return **within 15 days of receiving your item**. After that window, returns may not be accepted unless the item is **defective or damaged**.

This is the same 15-day window stated on CEMOTO product pages and on the CEMOTO refund policy published at cemotoride.com.

2. Order cancellations

You may cancel your order **within 90 minutes** of placing it for a **full refund**.

After that, cancellations follow these timelines:

Order type	Processing time
In-stock eBikes	Within 5 business days
In-stock warranty orders	Within 10 business days
In-stock parts and components	Within 15 business days

Cancellation fees

Timing	Fee
Within 90 minutes of placing the order	No fee — full refund
After 90 minutes, before shipment	3 % processing fee, covering payment transaction costs
After shipment (refusal of delivery)	Return shipping cost + 10 % restocking fee

Where CEMOTORIDE arranges the return, it will provide a return shipping label and a designated carrier will pick up the return package.

3. Return eligibility

To be eligible for a return, your item must be:

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

To start a return, contact us at support@cemotoride.com.

Returns sent **without prior authorization may not be accepted.**

4. Return shipping process

If your return is approved, you will receive a **return shipping label** and detailed instructions.

Return address

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

5. Return shipping costs

Reason for return	Who pays
Personal preference (such as changing your mind)	Customer pays return shipping costs
CEMOTO's error (damaged, defective or incorrect item)	CEMOTO covers the return shipping fees

Shipping costs are non-refundable.

Per the Shipping Policy: if the return is not due to product quality, you are responsible for paying your own return shipping costs.

6. Damages and issues

Please **inspect your order upon delivery**. If your item is defective, damaged or incorrect, contact **support@cemotoride.com** immediately so the issue can be resolved promptly.

For shipping damage specifically, photographs of the external packaging and the damaged components are required, and the claim must be raised within **7 calendar days** of receipt. See [Shipping Policy](#).

7. Non-returnable items

The following items **cannot be returned**:

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

8. Exchanges

To exchange an item, **please return the original product first**. Once approved, you may place a new order separately.

9. Refunds

You will be notified once your return is received and inspected. If approved, refunds are typically processed **within 10 business days** to your **original payment method**.

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

10. Refused deliveries

If a customer refuses delivery of a shipment **without prior written authorization** from CEMOTO, the following fees will be deducted from the refund:

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

Refused deliveries are not eligible for a full refund. CEMOTO reserves the right to adjust these fees based on the actual costs incurred.

11. Restocking fees

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.

Return & Refund FAQ

How long do I have to return my item? You may request a return within **15 days** after receiving your order.

Who pays for return shipping? If the return is due to personal reasons, the customer covers return shipping. If caused by product defects or shipping damage, CEMOTO covers the cost.

How long does it take to receive my refund? Approved refunds are usually processed within **10 business days** after inspection.

How do I start a return? Contact support@cemotoride.com before sending any item back.

Can I cancel my order? Yes — but cancellation fees apply after the initial 90-minute window. See cancellation terms above.

Can I return a sale item? No. Sale items and gift cards are non-returnable.

Contact details for returns

Returns email	support@cemotoride.com
Support email	support@cemotoride.com
Returns center	4250 Shirley Ave, El Monte, CA 91731
Returns center phone	626-216-0518

Related pages

- [Warranty Policy](#)
- [Warranty Claims](#)
- [Shipping Policy](#)
- [Payment Policy](#)
- [FAQ — Warranty & Returns](#)

Revision #9
Created 2026-09-22 02:02:22 UTC by Cemoto
Updated 2026-09-22 04:54:06 UTC by Cemoto