

Shipping Policy

Free shipping, delivery times, coverage, tracking and damage claims.

Delivery time

Delivery Time = Processing Time + Shipping Time

Orders are processed 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.

Pre-orders: refer to the shipping date shown on the product page.

Estimates only: any delivery dates provided by CEMOTORIDE are **estimates**. For third-party shipping, CEMOTO cannot provide additional shipping information or documentation.

If your order includes several products, the estimated shipping time depends on the product that takes the longest. To improve delivery efficiency, orders may be **shipped separately**.

Shipping coverage

CEMOTORIDE currently ships only to the **48 contiguous states of the United States**, 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).

Shipping fee

All orders come with free shipping within the contiguous 48 states — D-series orders ship free from a U.S. warehouse to the contiguous 48 states and Washington, D.C.

Carriers

CEMOTORIDE ships using **FedEx and USPS**, based on the size/weight of your order and your delivery address. Orders for eBikes typically ship via FedEx or another parcel service.

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.

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

Orders, changes and cancellations

Any changes you make to shipping **after the item has shipped** — including but not limited to changing your address, suspending your order, or updating your shipping settings/preferences — **may delay your receipt** of the product and replacement and/or refund.

If you wish to change the color of your eBike, you must do so before your order is shipped.

Order cancellation

Before shipping

Timing	Fee
Cancel within 90 minutes of placement	No cancellation fee
Cancel after 2 hours but before shipment	5 % eBike fee applied as a processing fee

After shipping (refusal of delivery)

If your order has shipped, you may refuse the package upon delivery. However:

- An **8 %** eBike fee is applied as a processing fee
- You are also responsible for the **return shipping fee**, which ranges from **\$160-\$200** depending on your region
- CEMOTORIDE will provide a return shipping label and a designated carrier will pick up the return package

Tracking information

After the order is shipped, you will receive a **notification email or SMS containing the waybill number**. You can go to the carrier's official site to track your package. Tracking is also provided after shipment on product pages.

Return shipping cost

If the return is **not** due to product quality, you are responsible for paying your own return shipping costs. **Shipping costs are non-refundable.**

Where the fault is CEMOTO's — damaged, defective or incorrect item — CEMOTO covers the return shipping fees.

Check the package and signature

As CEMOTO products are generally quite valuable:



A signature will be required upon delivery of any order valued at \$300 or higher. Any person in the household can sign for the delivery.

Before signing

1. **Inspect the package carefully.**
2. If it is **damaged or deformed, do not sign or open the package.**
3. Instead, contact CEMOTORIDE Support in a timely manner.

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

To protect your rights, CEMOTO recommends:

- **Shoot a complete unboxing video**
- **Check the items according to the packing list**
- If some item is missing or damaged, contact CEMOTORIDE Support **within 24 hours** after receiving the package

Shipping notices

When you place an order, be sure to enter the **correct name, address and contact information** so items can be delivered successfully. You are advised to confirm your delivery information again before payment.

If you enter the wrong address or want to change the address, contact CEMOTORIDE Support promptly. If it has already shipped, an attempt will be made to update with 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.**

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

- Shipping time delays of **1-5 business days** for transportation to remote regions
- Delay or delivery failure because of the **consignee's actions** (e.g. wrong address, incorrect contact info, 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**
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Order cancellation by CEMOTO

The CEMOTORIDE Online Store sells and ships products to **end-user customers only**. You may not commercially distribute, publish, license or resell any products obtained from the CEMOTORIDE Online Store.

CEMOTO reserves the right to **cancel your order and refund the original payment** if any of the following are detected before shipment or delivery:

- Ordered products **exceed the purchase limit** with the same CEMOTO account
 - A single individual operating **multiple linked accounts** to violate purchase restrictions
 - CEMOTO receives notification from the **credit card issuer or PayPal that the transaction was fraudulent**
 - CEMOTO finds evidence that the order was placed through **improper or illegal means**
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Shipping damage claims

Requirement	Detail
Deadline	Within 7 calendar days of receipt
Evidence	Photos of the external packaging and damaged components
Support ticket	Email support@cemotoride.com
Resolution	Replacement parts typically dispatched within 48 hours where component damage is confirmed
Exclusions	Minor cosmetic scratches on packaging or free accessories are not eligible for compensation

Why buy from CEMOTORIDE

CEMOTORIDE is the rider-focused brand and experience platform, where factory-direct electric bikes meet real-world riding needs. Backed by CEMOTOBIKE manufacturing and the CEMOTO brand system, CEMOTO delivers reliable products, transparent pricing and long-term support.

Related pages

- [Returns & Refunds](#)
- [Warranty Claims](#)
- [What's in the Box](#)
- [FAQ — Shipping & Delivery](#)
- [Contact & Support](#)

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