

Warranty Claims

How to submit a warranty claim, what evidence is required, and what to expect.

Before you claim: rule out the common causes

A significant share of "warranty" faults turn out to be adjustment, connection or charge-state issues that can be resolved in minutes. Working through [Troubleshooting](#) first saves you the round trip — and it is what the technical team will ask you to confirm anyway.

Especially check:

Symptom	First check
Bike won't move	Is it in 0 gear? Press "+" to select a gear above 1
Power cuts out	All connectors firmly plugged into the controller
Short range	Tire pressure; brake drag; ambient temperature
Won't charge	Wall outlet live; charger output; charging port clean and dry
Error code	Display & Error Codes
Throttle dead	Throttle connector; drive mode parameter P10

Step 1 — Confirm your product is in warranty

Component	Period
Frame structure	12 months
Battery	12 months

Component	Period
Controller	12 months
Motor	12 months
Instrument panel (display)	6 months
Wear parts (pads, tires, chains, cables, bearings, seals)	Not covered

The warranty period begins on the **date the product was delivered**. Coverage applies to the **original retail purchaser** — or a transferee where the period has not expired, proof of original purchase is provided, and the original purchaser's name and order number are available.

Check the full exclusion list in [Warranty Policy](#) before submitting. Claims relating to misuse, racing, stunts, unauthorized modification, improper assembly, environmental exposure, commercial use or removed serial numbers will be rejected.

Step 2 — Gather the required evidence

All warranty claims are submitted by email to:

// support@cemotoride.com

Required documentation

Item	Detail
Proof of purchase	Invoice or order confirmation
Order number	Your CEMOTO order reference
Customer contact information	Name, email, and a phone number if available
Photos or videos of the defect	Clear, well-lit, in focus, showing the fault
Written description	What the issue is, when it started, and what you have already checked

Incomplete claims may be delayed or rejected.

How to document a defect well

The quality of your evidence determines how quickly the claim is resolved. Practical guidance:

- **Photograph the part in context**, then close up. A photo that shows only an extreme close-up of a scratch does not show which component it is.
- **Show the whole bike** in at least one photo, with the affected area visible.
- **For a video, show the fault happening.** A 20-second clip of the bike failing to start, or of the noise occurring, is far more useful than a description.
- **Include the display** if an error code is showing — the code itself is diagnostic.
- **Show the serial number or label** on the affected component. Note that major components are labeled before delivery and **major parts without labels are not covered by warranty.**
- **Describe the checks you have completed.** This lets the technical team skip the basics and go straight to the fault.

Include this information in your email

Subject: Warranty claim – [Model] – [Order number] – [Short description]

Bike model:

Order number:

Purchase date:

Delivery date:

Serial number (if applicable):

Description of the issue:

Checks already completed:

Photos/video attached: yes / no

Step 3 — Assessment

CEMOTORIDE's technical team reviews the evidence.

- **Replacement parts will not be shipped until sufficient evidence is reviewed and approved.**
- CEMOTORIDE reserves the **exclusive right** to determine whether any claimed defect qualifies for warranty coverage.

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

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

Step 4 — Resolution

Possible outcome	Notes
Repair	The fault is corrected
Replacement part	A replacement component is dispatched
Equivalent substitution	Where the exact part is unavailable, an equivalent is supplied
Claim declined	Where the fault falls outside the warranty scope

Shipping and costs

Replacement part shipping	Customers are responsible for shipping costs for replacement parts unless otherwise specified
Labour	Approved frame replacements exclude labour and installation costs
Third-party costs	Third-party labour, service, diagnostic and mechanic fees are strictly excluded
Consequential costs	CEMOTORIDE is not responsible for downtime, transportation costs, or business losses
Defective part return	Returned defective parts may be required prior to replacement shipment. Failure to return requested parts may void future warranty support

Battery-specific outcomes

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

Shipping damage follows a **different and stricter** process than a warranty claim.

Requirement	Detail
Deadline	Within 7 calendar days of receipt
Evidence	Photos of external packaging and damaged components
Exclusions	Minor cosmetic scratches on packaging or free accessories are not eligible for compensation
Signature effect	Once signed for, the package is considered accepted

“ **Important:** inspect the package **before** signing. If it is damaged or deformed, do not sign or open it — contact support instead. Film a complete unboxing video and check the contents against the packing list. Report missing or damaged items within **24 hours**.

See [Shipping Policy](#).

What will void a warranty claim

Be aware of these situations before submitting:

- **Unauthorized disassembly or modification** — where the initial failure state is destroyed and technical assessment cannot be carried out
- **Opening electrical components** — the electric elements may only be cleaned on the outside. If opened by the owner, there is no warranty for them
- **Non-certified chargers** — using a charger other than the supplied unit voids battery warranty
- **Overload** — damage from exceeding the rated load limit is not covered
- **Missing component labels** — major parts without labels are not covered
- **Racing, stunts or off-road misuse**
- **Commercial rental or fleet use**
- **Removed or altered serial numbers**
- **Improper assembly or installation**

Escalation

If you are not satisfied with the outcome, reply to the same email thread with additional evidence and request a review. Retain all correspondence, photographs and shipping documentation for the life of the claim.

If the claim involves a delivery you believe was mis-handled by the carrier, note that CEMOTO's warranty policy governs the outcome, and formal carrier claims must generally be raised by the shipper.

Related pages

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