

Warranty Policy

CEMOTO Warranty Claims Policy — limited manufacturer's warranty against defects in materials and workmanship.

“ **Applies to:** All CEMOTO and CEMOTORIDE electric bicycles and electric dirt bikes.

1. Warranty period and registration

This 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.

- The warranty period **begins on the date the product is delivered** to the customer.
- CEMOTO also offers a voluntary [warranty registration](#) portal for ownership verification and faster service.

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**

2. Scope of warranty coverage

CEMOTORIDE provides a **one (1) year limited warranty** covering manufacturing defects in materials and workmanship.

- **Free accessories, promotional items and bundled gifts are excluded.**

- Covered defects include verified failures occurring under **normal riding conditions and intended product use**.
 - CEMOTORIDE reserves the **exclusive right** to determine whether any claimed defect qualifies for warranty coverage.
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3. Warranty claim procedure

All warranty claims must be submitted via email: **support@cemotoride.com**

Required documentation

- **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**.

→ Full process: [Warranty Claims](#)

4. Shipping damage policy

- Customers must **inspect products immediately upon delivery**.
- Shipping damage claims must be reported **within seven (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**.

Once you (or someone on your behalf) sign for the item, CEMOTORIDE considers it your acceptance of the package. We recommend filming a complete unboxing video and checking items against the packing list. Report anything missing or damaged within **24 hours** of receipt.

5. Covered components

5.1 Frame

Period	One (1) year from the original delivery date
Replacement basis	Approved frame replacements may be new, refurbished, or cosmetically imperfect units with equivalent functionality
Labour and installation costs	Excluded

Frame damage not covered:

- 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

5.2 Battery system

Period	One (1) year limited warranty
Resolution	Eligible defects repaired or replaced without extending the original warranty period
Cash reimbursement	Battery replacement does not qualify for cash reimbursement

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

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**

Capacity reference by temperature: 14 °F ≈ 70 % available capacity; 32 °F ≈ 80 %; 70 °F ≈ 90-95 %.

5.3 Electrical and mechanical components

- Original electrical and mechanical components are covered for **one (1) year** against manufacturing defects.
- **Customers are responsible for shipping costs for replacement parts** unless otherwise specified.

Wear-and-tear components are excluded:

- Brake pads and rotors
- Tires and inner tubes
- Chains and sprockets
- Bearings and cables
- Rubber seals and grips

Cosmetic deterioration, corrosion and surface finish damage are **not covered**.

5.4 Component warranty summary

From the owner manual specification table:

Part	Warranty period	Notes
Frame structure	12 months	Damage caused by strong intentional impact excluded. Out-of-warranty replacements charged at cost
Lithium-ion battery	12 months	Degradation-based. Warranty provided if the discharge meter detects less than 70 % of available capacity, or if voltage is abnormal and it cannot be charged. Out-of-warranty replacements charged at cost
Controller	12 months	Warranty provided for performance failure or quality problem due to product reasons that cannot be repaired. Out-of-warranty replacements charged at cost
Motor	12 months	Coil burn; hub damage from demagnetization, short circuit, open circuit, abnormal noise, material damage, deformation, fracture. Out-of-warranty replacements charged at cost price

Part	Warranty period	Notes
Instrument panel (display)	6 months	Warranty provided for performance failure or quality issues. Out-of-warranty replacements charged at cost
Brake levers, disc brake, accelerator pedal, brakes, plastic parts, tires, LED lights, mud fenders, chains, inner tubes, screws, bearings, shock absorbers and other fast-wearing parts	Not covered	Fast wear parts are not covered by warranty. Replacement parts charged at cost price

“ **Note:** the manufacturer separately guarantees that the product has **no manufacturing defects within 90 days from the date of purchase**. This limited guarantee does not cover normal wear and tear, tires, cables, or any damage, failure or loss caused by improper assembly, maintenance, storage or use.

6. Exclusions and limitations

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**

Third-party labour, service, diagnostic and mechanic fees are strictly excluded.

Additional exclusions from the owner manual

The following situations do not fall within the scope of free after-sales service:

1. **Consumables and wearing parts** — tires and lines, entire brake system, plastic parts, brake cables and covers
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. Situations where **unauthorized disassembly or modification** results in damage to parts, or where the initial failure state is destroyed due to unauthorized disassembly or modification and technical assessment and analysis cannot be carried out
7. Once a motorcycle has been **scrapped**, cosmetic problems must never be used as the basis for exchange or warranty. Carefully check the appearance and confirm surface quality when purchasing
8. **Damage caused by modifications** made without the prior consent of the company or an authorized sales and service center

Labeling requirement

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

Overload exclusion

Overloading the bike damages electrical parts: plastic parts may deform from high temperature, and the fuse socket may be damaged by heat. **These are not under warranty.**

Water and disassembly exclusion

The electric elements can only be cleaned on the outside. **If these parts are opened by the owner, there is no warranty for them.**

7. Replacement and responsibility policy

- Replacement parts are provided **solely for restoring normal product function.**
- CEMOTORIDE is **not responsible for downtime, transportation costs, or business losses** resulting from warranty repairs.

- Returned defective parts may be required prior to replacement shipment.
 - Failure to return requested parts may void future warranty support.
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8. Limitation of liability

- This 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.
 - The manufacturer is **not liable** for accidental or consequential loss or damage caused by direct or indirect use of the product.
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9. Policy updates and interpretation

- CEMOTORIDE reserves the right to **interpret, modify or update** this warranty policy at any time.
 - **The most current version published on the website shall prevail in all disputes.**
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10. Extended warranties

CEMOTO does not offer extended warranties.

The limited warranty will **expire** if the product is:

- Used for purposes other than entertainment or transportation
 - Modified in any way
 - Used commercially or leased
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11. Contact information

For all warranty-related inquiries:

Email: support@cemotoride.com

Related pages

- [Warranty Claims](#)
 - [Warranty Registration](#)
 - [Returns & Refunds](#)
 - [FAQ — Warranty & Returns](#)
 - [Spare Parts & Compatibility](#)
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