

Warranty Registration

Register your CEMOTO product to activate official warranty coverage and after-sales support.

Why register

Benefit	Detail
Coverage	Official warranty protection
Support	Faster service response
Proof	Ownership verification

Registration is particularly useful because it establishes a link between you and the product without needing to locate the original invoice months or years later.

“ **Note:** the warranty policy states the limited warranty is **automatically registered** at the time of purchase through the official website or authorized sales channels. Voluntary registration is not a precondition for coverage, but it does verify ownership and speeds up any future claim.

How to register

1. Go to the **Warranty Registration** page on cemotoride.com.
2. Complete the product registration form, providing your product and purchase details.
3. Submit. You will receive confirmation.

Register here: cemotoride.com/pages/warranty-registration

Information to have ready

- **Order number** — from your purchase confirmation email
- **Product model** — for example, CEMOTO D03 Pro

- **Serial number or VIN** — from the product label or frame
- **Purchase date**
- **Your contact details**

Registrations are generally completed within 1-2 business days.

Finding your serial number

The serial number or VIN is typically located:

- On the **frame**, usually on the head tube or the bottom bracket area
- On the **product label** attached to the bike
- On your **order confirmation** for some models

“ **Important:** major components — **battery cells, motors, chargers and controllers** — are labeled before delivery. **Major parts without labels are not covered by warranty.** If a label is missing or has become illegible, contact support and report it rather than waiting until a claim is needed.

Warranty transfer

If you sell your CEMOTO product, 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**

We recommend the buyer re-registers the product in their own name and keeps a copy of the original invoice.

Review rewards

Separate from warranty registration, CEMOTO operates a review rewards program:

How it works	Detail
1. Enjoy your ride	Experience your CEMOTO product
2. Leave a review	Share your experience and upload photos or videos
3. Receive rewards	Eligible submissions may receive exclusive coupons, store credits or special promotional offers

Rewards are available for eligible review submissions, including **photo and video reviews**. Review invitations are sent automatically after your purchase. **Terms and conditions may apply.**

Making a claim later

Registration speeds up the claims process but does not replace the required evidence. When making a claim you will still need:

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

See [Warranty Claims](#).

Related pages

- [Warranty Policy](#)
 - [Warranty Claims](#)
 - [Contact & Support](#)
 - [FAQ — Warranty & Returns](#)
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