

Contact & Support

How to reach CEMOTO support.

Contact details

Support email	support@cemotoride.com
Returns / refunds email	support@cemotoride.com
Terms and policy enquiries	support@cemotoride.com
Toll-free phone	+1 866 751 8668
Hours	Monday-Friday, 9:00 AM-5:00 PM (PT)
Legal business name	ELECOBIKE INC
US warehouse	BKASM, 528 Spanish Ln, Walnut, CA 91789, USA
Returns center	4250 Shirley Ave, El Monte, CA 91731 · Phone: 626-216-0518

“ **Note on the phone line:** CEMOTO describes the phone line as being **in its testing phase**, and recommends reaching out via email or the contact form for the fastest response.

Regional fulfilment warehouses

These locations are used for regional order fulfilment. **Do not send returns to a warehouse unless CEMOTORIDE Support has issued written return authorization (RMA) and confirmed the destination.**

Region	Warehouse address
United States	Attn: BKASM, 528 Spanish Ln, Walnut, CA 91789, USA

Region	Warehouse address
Poland / European Union	Gate 1-3, Building 1, Prologis Park 4, Ks. Jerzego Popiełuszki 17, 55-080 Kąty Wrocławskie, Poland
United Kingdom	Unit 7 Brunel Way, Thetford, Norfolk IP24 1HP, United Kingdom

Response times

Support operates **Monday-Friday, 9:00 AM-5:00 PM PT.**

Channel	Typical response
Email / contact form	1-2 business days
Product page guidance (D-series)	Within 12 hours during business hours , within 48 hours outside business hours
Cancellation enquiries	Within 24 hours

Contact form

The contact form on cemotoride.com requires:

- **Name**
- **E-mail**
- **Phone Number**
- **Message**

By submitting your phone number you consent to receive text messages from CEMOTORIDE regarding **product inquiries and customer support**. Message frequency may vary. You can **opt out at any time by replying STOP**. Message and data rates may apply. For help, contact support@cemotoride.com.

Contact form: cemotoride.com/pages/contact

What to include

The faster your first message lets the team identify the problem, the faster it is resolved. Include:

Field	Example
Bike model	CEMOTO D03 Pro
Order number	#12345
Error code (if displayed)	E07
Description	"Motor cuts out when climbing after about 10 minutes. Display shows E07 before it cuts."
Photos / video	Attach directly to the email
Checks already completed	"Reseated the motor connector, checked battery charge, confirmed not in 0 gear"

Email template

Subject: [Model] – [Issue] – Order #[number]

Bike model:

Order number:

Purchase / delivery date:

Issue description:

When it started:

Conditions it occurs in:

Error code shown (if any):

Checks already completed:

Photos/video: attached

CEMOTO's own guidance: *"please describe the problem in detail and provide photos and videos so that we can find the problem."*

Other contact channels

Channel	Link
WhatsApp	wa.me/18667518668

Channel	Link
Facebook	facebook.com/cemotobike
Instagram	instagram.com/cemotoride
YouTube	youtube.com/@cemotobike
TikTok	tiktok.com/@cemotoride
LinkedIn	linkedin.com/company/cemotobike

“ For technical support and warranty claims, always use email. Social channels are not monitored for support requests, and a warranty claim requires a documented email trail with photo evidence.

Regional stores

Region	Site
United States	cemotoride.com
United Kingdom	uk.cemotoride.com
Europe	eu.cemotoride.com
Manufacturing	cemotobike.com

Which email should I use?

Situation	Email
Technical fault, troubleshooting, parts advice	support@cemotoride.com
Warranty claim	support@cemotoride.com
Shipping damage	support@cemotoride.com
Return request (RMA)	support@cemotoride.com
Refund enquiry	support@cemotoride.com
Order cancellation	support@cemotoride.com
Terms or policy questions	support@cemotoride.com
Dealer / distributor enquiry	Contact form on the Dealer page

Situation	Email
Affiliate program	Affiliate program page
Privacy / data deletion	Data deletion page or support@

Before you write

Many questions are answered faster in this documentation center than by email. Especially worth checking first:

- **"It won't move"** → [Power & Start-Up Faults](#) — it is usually the 0-gear state
 - **"There's an error code"** → [Display & Error Codes](#)
 - **"It won't charge"** → [Charging Faults](#)
 - **"The range is short"** → [Range & Performance](#)
 - **"What's my warranty?"** → [Warranty](#)
 - **"How do I return it?"** → [Returns & Refunds](#)
 - **"Where's my order?"** → [Shipping](#)
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Related pages

- [Support overview](#)
 - [Warranty Claims](#)
 - [FAQ](#)
 - [Troubleshooting](#)
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