

Audioengine Return Instructions

RMA: #RA25019321

Thanks for submitting a return Casey!

If you ever need assistance with this return, please reference support ticket #101071 for return #RA25019321 when submitting a [support request](#).

This return (based on order #1353131 will expire in **10 days** so act fast or you'll have to start all over again (and possibly miss your 30 day window)!

Returning Products:

(1) A5+ Home Music System (Open Box) - Matte Black

S/N: A5+24030100448B

Return Reason: Speakers have a constant humming/ hissing. I tried using spare wires, but the issue persists.

Step 1:

Insert the packing label included on page 2 of these instructions into the box. Make sure your products are properly re-boxed and insulated so they won't get damaged in transit.

Step 2:

Add the both a merchandise tag and a PAID shipping label to your box(es). If you asked us to include the label(s), they're attached to this PDF.

Step 3:



Ship your products back and once we receive it, we'll issue you your refund or credit (whichever you chose when submitting the return form).

That's it!

The Audioengine Support Team

Return Summary (1 of 1)



Must be **INSIDE** the shipping box

Order Number	 1353131	RMA Number	 RA25019321
Return Type	Refund of \$279 (provide own shipping method)	RMA Submitted	January 16, 2025 10:23 pm
Comments: My speakers have a constant humming/ hissing when turned on. I have spare wires so I tried substituting each one to see if one of the wires provided were faulty. Regardless of which wires were used, the humming continued. It is a soft hum that develops a few seconds after powering on the speakers. The sound comes from both speakers.			

Returned Items			
Qty	Name	Serial Number(s)	Return Reason
1	A5+ Home Music System (Open Box) - Matte Black	A5+24030100448B	Speakers have a constant humming/ hissing. I tried using spare wires, but the issue persists.

Address Label

Must be **OUTSIDE** the shipping box

<h3>Merchandise Ship Tag</h3>		
From: Casey Deguzman _____ _____ _____ _____	Ship To: Audioengine RMA# RA25019321 (1 of 1) 304 Progress Dr Sherman, TX 75092 United States	
 1353131	<p style="text-align: center;">WARNING: This is not a shipping label. Please make sure to attach an actual shipping label prior to shipment.</p>	 RA25019321