

Audioengine Return Instructions

RMA: #RA25019338

Thanks for submitting a return ESSM!

If you ever need assistance with this return, please reference support ticket #101208 for return #RA25019338 when submitting a [support request](#).

This return (based on order #1352325 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 w/ Bluetooth aptX-HD - Matte Black
S/N: A5+BT24090500051B
Return Reason: Sounds quality isn't as expected

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

Tracking Information

A5+ Home Music System w/ Bluetooth aptX-HD - Matte Black - (USPS) [1Z1Y11560397527459](#)

Return Summary (1 of 1)

Must be **INSIDE** the shipping box

Order Number	 1352325	RMA Number	 RA25019338
Return Type	Refund of \$422 (\$27 deducted for prepaid shipping)	RMA Submitted	January 21, 2025 11:23 am
Comments:			

Returned Items

Qty	Name	Serial Number(s)	Return Reason
1	A5+ Home Music System w/ Bluetooth aptX-HD - Matte Black	A5+BT24090500051B	Sounds quality isn't as expected

Address Label

Must be **OUTSIDE** the shipping box

Merchandise Ship Tag

From:

ESSM Consulting LLC

Ship To:

Audioengine
RMA# RA25019338 (1 of 1)
304 Progress Dr
Sherman, TX 75092
United States



1352325

WARNING: This is not a shipping label. Please make sure to attach an actual shipping label prior to shipment.



RA25019338

For: A5+ Home Music System w/ Bluetooth aptX-HD - Matte Black

ESSM CONSULTING LLC
19178907123
AUDIOENGINE
155 W 68TH ST APT 1031
NEW YORK NY 10023-5816

30 LBS

1 OF 1

DWT: 22,15,12

SHIP TO:

ATTN: RMA #25019338

8558455525

AUDIOENGINE

304 PROGRESS DR

SHERMAN TX 75092-7054

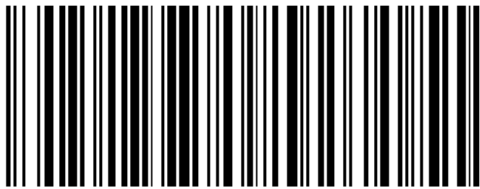


TX 750 2-01



UPS GROUND

TRACKING #: 1Z 1Y1 156 03 9752 7459



BILLING: P/P

