

Audioengine Return Instructions

RMA: #RA25019370

Thanks for submitting a return JIANPING!

If you ever need assistance with this return, please reference support ticket #101472 for return #RA25019370 when submitting a [support request](#).

This return (based on order #1353984 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) A2+ / HD3 Replacement Power Supply

S/N: n/a

Return Reason: my speakers doesn't work, there is no power on. I thought it's the power supply. But with the new power supply, the speaker still not working. So I believe the control board of the speaker is broken. Since I cannot use the speaker, I do not need the power supply. I only used it once.

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	 1353984	RMA Number	 RA25019370
Return Type	Refund of \$26 (provide own shipping method)	RMA Submitted	January 27, 2025 10:45 pm
Comments:			

Returned Items

Qty	Name	Serial Number(s)	Return Reason
1	A2+ / HD3 Replacement Power Supply		my speakers doesn't work, there is no power on. I thought it's the power supply. But with the new power supply, the speaker still not working. So I believe the control board of the speaker is broken. Since I cannot use the speaker, I do not need the power supply. I only used it once.

Address Label

Must be **OUTSIDE** the shipping box

Merchandise Ship Tag

From:

JIANPING HUA

Ship To:

Audioengine
RMA# RA25019370 (1 of 1)
304 Progress Dr
Sherman, TX 75092
United States



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

