

Audioengine Return Instructions

RMA: #RA25049610

Thanks for submitting a return Ming Jie!

If you ever need assistance with this return, please reference support ticket #104280 for return #RA25049610 when submitting a [support request](#).

This return (based on order #1365045 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) D1 Desktop Headphone Amplifier and DAC(Open Box)
S/N: D122082500

Return Reason: When using the D1 to play music, it would occasionally pause, and I wasn't sure if it was because it was an open-box item. After buying a brand-new one on Amazon and installing it, the issue disappeared, so I returned the this one.

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

D1 Desktop Headphone Amplifier and DAC(Open Box) - (USPS) [1Z1Y11560390000511](#)

Return Summary (1 of 1)

Must be **INSIDE** the shipping box

Order Number	 1365045	RMA Number	 RA25049610
Return Type	Return for \$135 in store credit	RMA Submitted	April 11, 2025 11:24 pm
Comments:			

Returned Items

Qty	Name	Serial Number(s)	Return Reason
1	D1 Desktop Headphone Amplifier and DAC(Open Box)	D122082500	When using the D1 to play music, it would occasionally pause, and I wasn't sure if it was because it was an open-box item. After buying a brand-new one on Amazon and installing it, the issue disappeared, so I returned the this one.

Address Label

Must be **OUTSIDE** the shipping box

Merchandise Ship Tag

From:

Ming Jie Sun

Ship To:

Audioengine
RMA# RA25049610 (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.



For: D1 Desktop Headphone Amplifier and DAC(Open Box)

MING JIE SUN
15102825236
AUDIOENGINE
11461 SAN PABLO AVE STE 137
EL CERRITO CA 94530

2 LBS

1 OF 1

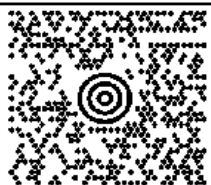
DWT: 11,7,3

SHIP TO:

ATTN: RMA #25049610
8558455525

AUDIOENGINE
304 PROGRESS DR

SHERMAN TX 75092-7054



TX 750 2-01



UPS GROUND

TRACKING #: 1Z 1Y1 156 03 9000 0511



BILLING: P/P



TM

XOL 25.03.15

MV45 15.0A 04/2025*