

Audioengine Return Instructions

RMA: #RA25069768

Thanks for submitting a return PHILIP W!

If you ever need assistance with this return, please reference support ticket #106010 for return #RA25069768 when submitting a [support request](#).

This return (based on order #1368008 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) B1 Next Gen Bluetooth Music Receiver

S/N: B124123704-M

Return Reason: defective. one channel only.

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	 1368008	RMA Number	 RA25069768
Return Type	Refund of \$189 (provide own shipping method)	RMA Submitted	June 12, 2025 11:48 am
Comments: the item is defective. It has static sometimes. One channel is working only . This is true for RCA and Toslink.			

Returned Items

Qty	Name	Serial Number(s)	Return Reason
1	B1 Next Gen Bluetooth Music Receiver	B124123704-M	defective. one channel only.

Address Label

Must be **OUTSIDE** the shipping box

Merchandise Ship Tag

From:

PHILIP W CHAN

Ship To:

Audioengine
RMA# RA25069768 (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.

