

# Audioengine Return Instructions

**RMA: #RA25069836**

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Thanks for submitting a return Hua!

*If you ever need assistance with this return, please reference support ticket #106423 for return #RA25069836 when submitting a [support request](#).*

This return (based on order #1374000 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) - Hi-Gloss Piano White  
S/N: A5+23082400386W  
Return Reason: Bought wrong size, needed A2+

### 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 (Open Box) - Hi-Gloss Piano White - (USPS) [1ZB348B60330551010](#)**

# Return Summary (1 of 1)

Must be **INSIDE** the shipping box

Order Number	 1374000	RMA Number	 RA25069836
Return Type	Return for \$259 in store credit	RMA Submitted	June 26, 2025 1:31 pm
Comments: Purchased wrong size and did not use. Just opened to get the serial number.			

## Returned Items

Qty	Name	Serial Number(s)	Return Reason
1	A5+ Home Music System (Open Box) - Hi-Gloss Piano White	A5+23082400386W	Bought wrong size, needed A2+

# Address Label

Must be **OUTSIDE** the shipping box

## Merchandise Ship Tag

### From:

Hua Son  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

### Ship To:

Audioengine  
RMA# RA25069836 (1 of 1)  
304 Progress Dr  
Sherman, TX 75092  
United States



1374000

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



RA25069836

# For: A5+ Home Music System (Open Box) - Hi-Gloss Piano White

HUA SON  
7035933264  
AUDIOENGINE  
15105 HAYMARKET LANDING DR  
HAYMARKET VA 20169-2827

29 LBS

1 OF 1

DWT: 22,16,12

**SHIP TO:**

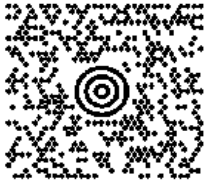
ATTN: RMA #25069836

8558455525

AUDIOENGINE

304 PROGRESS DR

**SHERMAN TX 75092-7054**

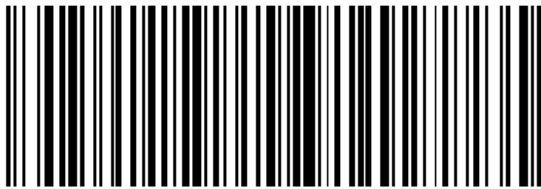


**TX 750 2-01**



**UPS GROUND**

TRACKING #: 1Z B34 8B6 03 3055 1010



BILLING: P/P



XOL 25.06.27

MV45 26.0A 06/2025\*

TM