

Audioengine Return Instructions

RMA: #RA25069843

Thanks for submitting a return Alex!

If you ever need assistance with this return, please reference support ticket #106552 for return #RA25069843 when submitting a [support request](#).

This return (based on order #1374050 will expire in **10 days** so act fast or you'll have to start all over again (and possibly miss your 60 day window)!

Returning Products:

(1) A5+ Home Music System (Open Box) - Hi-Gloss Piano White

S/N: A5+24030200052W

Return Reason: Hissing noise, even with only power cable connected

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	 1374050	RMA Number	 RA25069843
Return Type	Refund of \$259 (provide own shipping method)	RMA Submitted	June 30, 2025 1:03 pm

Comments: Hello team,
I believe my unit may be defective. It emits a constant hissing noise, even when only the power cable is connected.

Iâ€™ve followed the troubleshooting steps provided by your company, including:

Connecting it to different power outlets in different rooms,

Ensuring no other electronics are nearby.

Unfortunately, the issue persists in all cases.

Best Regards,

Alex

Returned Items

Qty	Name	Serial Number(s)	Return Reason
1	A5+ Home Music System (Open Box) - Hi-Gloss Piano White	A5+24030200052W	Hissing noise, even with only power cable connected

Address Label

Must be **OUTSIDE** the shipping box

Merchandise Ship Tag

From:

Alex Pierce

Ship To:

Audioengine
RMA# RA25069843 (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.

