

Audioengine Return Instructions

RMA: #RA25079864

Thanks for submitting a return Michael!

If you ever need assistance with this return, please reference support ticket #106723 for return #RA25079864 when submitting a [support request](#).

This return (based on order #1374190 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) - Carbonized bamboo
S/N: A5+24030200186N

Return Reason: Ordered wrong speaker (no bluetooth); something inside is loose & rattles when moving speaker; shipping box and product box damaged when received & back of speaker is bent)

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) - Carbonized bamboo - (USPS) [1ZB348B60324096300](#)

Return Summary (1 of 1)

Must be **INSIDE** the shipping box

Order Number	 1374190	RMA Number	 RA25079864
Return Type	Return for \$305 in store credit	RMA Submitted	July 6, 2025 8:22 pm

Comments: Was unable to assess sound quality, but there was something loose that rattles around inside the right speaker, and a fin on the back of the right speaker is bent. It looks like something punctured the box during shipping, unclear if this caused the damage.

Returned Items			
Qty	Name	Serial Number(s)	Return Reason
1	A5+ Home Music System (Open Box) - Carbonized bamboo	A5+24030200186N	Ordered wrong speaker (no bluetooth); something inside is loose & rattles when moving speaker; shipping box and product box damaged when received & back of speaker is bent)

Address Label

Must be **OUTSIDE** the shipping box

Merchandise Ship Tag

From:

Michael Dworsky

Ship To:

Audioengine
RMA# RA25079864 (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: A5+ Home Music System (Open Box) - Carbonized bamboo

MICHAEL DWORSKY
12403933090
AUDIOENGINE
44 CURTIS AVE
SAN RAFAEL CA 94901

29 LBS

1 OF 1

DWT: 22,16,12

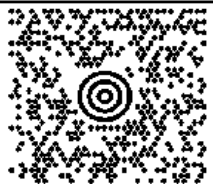
SHIP TO:

ATTN: RMA #25079864
8558455525

AUDIOENGINE

304 PROGRESS DR

SHERMAN TX 75092-7054



TX 750 2-01



UPS GROUND

TRACKING #: 1Z B34 8B6 03 2409 6300



BILLING: P/P



XOL 25.06.27

MV45 28.0A 07/2025*

TM