

# Audioengine Return Instructions

**RMA: #RA25079919**

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Thanks for submitting a return kevin!

*If you ever need assistance with this return, please reference support ticket #107037 for return #RA25079919 when submitting a [support request](#).*

This return (based on order #1373984 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: SKU: A5+REF-WHT

Return Reason: refurbished a5plus is not bluetooth compatible. i need bluetooth

## 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) [1ZB348B60339058430](#)**

# Return Summary (1 of 1)

Must be **INSIDE** the shipping box

|              |  |               |   |
|--------------|--|---------------|---|
| Order Number | <br>1373984 | RMA Number    | <br>RA25079919 |
| Return Type  | Return for \$259 in store credit   | RMA Submitted | July 15, 2025 3:43 pm   |
| Comments:    |  |               |   |

## Returned Items

| Qty | Name  | Serial Number(s) | Return Reason  |
|-----|---|------------------|--|
| 1   | A5+ Home Music System (Open Box) - Hi-Gloss Piano White | SKU: A5+REF-WHT  | refurbished a5plus is not bluetooth compatible. i need bluetooth |

## Address Label

Must be **OUTSIDE** the shipping box

### Merchandise Ship Tag

#### From:

kevin pham

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#### Ship To:

Audioengine  
RMA# RA25079919 (1 of 1)  
304 Progress Dr  
Sherman, TX 75092  
United States



1373984

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



RA25079919

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

KEVIN PHAM  
17148584301  
AUDIOENGINE  
882 QUEENSDALE CIR  
CORONA CA 92878

29 LBS

1 OF 1

DWT: 22,16,12

**SHIP TO:**

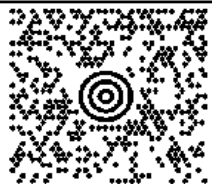
ATTN: RMA #25079919

8558455525

AUDIOENGINE

304 PROGRESS DR

**SHERMAN TX 75092-7054**



**TX 750 2-01**



**UPS GROUND**

TRACKING #: 1Z B34 8B6 03 3905 8430



BILLING: P/P



XOL 25.06.27

MV45 23.0A 07/2025\*

TM