

Audioengine Return Instructions

RMA: #RA25079923

Thanks for submitting a return John!

If you ever need assistance with this return, please reference support ticket #107066 for return #RA25079923 when submitting a [support request](#).

This return (based on order #1374437 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) Replacement Remote

S/N: n/a

Return Reason: Stopped working

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

Replacement Remote - (USPS) [1ZB348B60311685340](#)

Return Summary (1 of 1)

Must be **INSIDE** the shipping box

Order Number	 1374437	RMA Number	 RA25079923
Return Type	Return for \$19 in store credit	RMA Submitted	July 16, 2025 12:09 pm
Comments: The original remote lasted ~2 yr. This replacement remote lasted 2 minutes! I hope the A5 speaker quality is better than these two remotes. It's sad AE can not pay for the return postage, unless there's store credit. There was no product packaging per se, except for the plastic shipping mail bag.			

Returned Items

Qty	Name	Serial Number(s)	Return Reason
1	Replacement Remote		Stopped working

Address Label

Must be **OUTSIDE** the shipping box

Merchandise Ship Tag

From:

John Strizak

Ship To:

Audioengine
RMA# RA25079923 (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: Replacement Remote

JOHN STRIZAK
19733471080
AUDIOENGINE
25 YOUNG DR
STANHOPE NJ 07874

1 LBS

1 OF 1

DWT: 4,1,1

SHIP TO:

ATTN: RMA #25079923

8558455525

AUDIOENGINE

304 PROGRESS DR

SHERMAN TX 75092-7054



TX 750 2-01



UPS GROUND

TRACKING #: 1Z B34 8B6 03 1168 5340



BILLING: P/P



TM

XOL 25.06.27

MV45 29.0A 07/2025*