

# Audioengine Return Instructions

**RMA: #RA25079955**

---

Thanks for submitting a return Jim!

*If you ever need assistance with this return, please reference support ticket #107391 for return #RA25079955 when submitting a [support request](#).*

This return (based on order #1373761 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) A2+ Wireless Speaker System (Open Box) - Matte Black  
S/N: A2+BT24100701866B

Return Reason: I don't think it powers up, checked the power supply and was outputting 17 VDC but looks like unit does boot up. No BT radio scan with my Samsung mobile and Dell PC no audio engine radio. Tried connect 3.5 audio jack to Delldock no sound, tried using USB cable and Dell Window's 10 driver issues never recognized the USB audio

## **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	 1373761	RMA Number	 RA25079955
Return Type	Refund of \$223 (provide own shipping method)	RMA Submitted	July 26, 2025 1:21 pm
<p>Comments: This never worked from the day I received, wasted too much time trying to debug and you expect me to pay return shipping on an out of box failure. I get it if I was sending in for RMA repair &amp; return but never worked. If you don't make me whole and pay for shipping or offer to replace the defective HW with working HW it game over.</p> <p>I'll post the appropriate review and this will be my 1st and last Audio Engine product.</p> <p>Jim Keim 610-283-9926 (m)</p>			

## Returned Items

Qty	Name	Serial Number(s)	Return Reason
1	A2+ Wireless Speaker System (Open Box) - Matte Black	A2+BT24100701866B	I don't think it powers up, checked the power supply and was outputting 17 VDC but looks like unit does boot up. No BT radio scan with my Samsung mobile and Dell PC no audio engine radio. Tried connect 3.5 audio jack to Delldock no sound, tried using USB cable and Dell Window's 10 driver issues never recognized the USB audio

## Address Label

Must be **OUTSIDE** the shipping box

### Merchandise Ship Tag

#### From:

Jim Keim

---

---

---

---

#### Ship To:

Audioengine  
RMA# RA25079955 (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.

