

# Audioengine Return Instructions

**RMA: #RA250810041**

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Thanks for submitting a return Micah!

*If you ever need assistance with this return, please reference support ticket #108473 for return #RA250810041 when submitting a [support request](#).*

This return (based on order #1376340 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) HD4 Next Gen Home Music System w/ Bluetooth aptX Adaptive - Matte Black  
S/N: HD4240710204B-M01  
Return Reason: Static noise when idle

(1) DS2 Desktop Stands  
S/N: n/a  
Return Reason: Speakers no longer needed

## 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

**HD4 Next Gen Home Music System w/ Bluetooth aptX Adaptive - Matte Black - (USPS)**  
[1ZXH25950306640728](#)

**DS2 Desktop Stands - (USPS)** [1ZXH25950331448934](#)

# Return Summary (1 of 2)

Must be **INSIDE** the shipping box

|  |  |               |  |
|--|--|---------------|--|
| Order Number   | <br>1376340 | RMA Number    | <br>RA250810041 |
| Return Type  | Refund of \$425 (\$38 deducted for prepaid shipping)   | RMA Submitted | August 25, 2025 6:52 pm  |
| Comments: I only had these speakers out of the box for about 15 minutes. Played half a song, noticed the noise when idle, then put them back in the original packaging. Not sure if the idle noise is abnormal for this product, but it's louder than other speakers I own and I don't want that on my desk all day. |  |               |  |

## Returned Items

| Qty | Name  | Serial Number(s)  | Return Reason             |
|-----|---|-------------------|---------------------------|
| 1   | HD4 Next Gen Home Music System w/ Bluetooth aptX Adaptive - Matte Black | HD4240710204B-M01 | Static noise when idle    |
| 1   | DS2 Desktop Stands  |                   | Speakers no longer needed |

# Address Label

Must be **OUTSIDE** the shipping box

## Merchandise Ship Tag

### From:

Micah Parks

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### Ship To:

Audioengine  
RMA# RA250810041 (1 of 2)  
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.



# Return Summary (2 of 2)

Must be **INSIDE** the shipping box

|  |  |               |  |
|--|--|---------------|--|
| Order Number   | <br>1376340 | RMA Number    | <br>RA250810041 |
| Return Type  | Refund of \$425 (\$38 deducted for prepaid shipping)   | RMA Submitted | August 25, 2025 6:52 pm  |
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# Address Label

Must be **OUTSIDE** the shipping box

## Merchandise Ship Tag

### From:

Micah Parks  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

### Ship To:

Audioengine  
RMA# RA250810041 (2 of 2)  
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: HD4 Next Gen Home Music System w/ Bluetooth aptX Adaptive - Matte Black

MICAH PARKS  
14348082948  
AUDIOENGINE  
1219 GRUMMAN DR  
HENRICO VA 23229

16 LBS

1 OF 1

DWT: 20,16,13

**SHIP TO:**

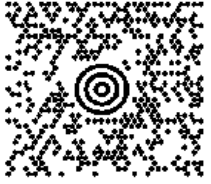
ATTN: RMA #250810041

8558455525

AUDIOENGINE

304 PROGRESS DR

**SHERMAN TX 75092-7054**

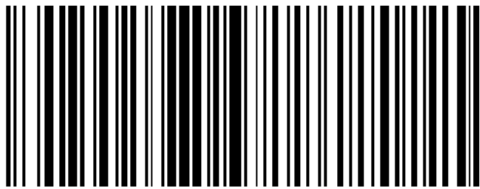


**TX 750 2-01**



**UPS GROUND**

TRACKING #: 1Z XH2 595 03 0664 0728



BILLING: P/P



XOL 25.08.10

MV48 35.0A 08/2025\*

TM

# For: DS2 Desktop Stands

MICAH PARKS  
14348082948  
AUDIOENGINE  
1219 GRUMMAN DR  
HENRICO VA 23229

2 LBS

1 OF 1

DWT: 8,5,4

**SHIP TO:**

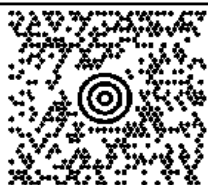
ATTN: RMA #250810041

8558455525

AUDIOENGINE

304 PROGRESS DR

**SHERMAN TX 75092-7054**



**TX 750 2-01**



**UPS GROUND**

TRACKING #: 1Z XH2 595 03 3144 8934



BILLING: P/P



TTA

XOL 25.08.10

MV45 35.0A 08/2025\*