

# Audioengine Return Instructions

**RMA: #RA250910072**

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Thanks for submitting a return Caio!

*If you ever need assistance with this return, please reference support ticket #108894 for return #RA250910072 when submitting a [support request](#).*

This return (based on order #1376869 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) HD3 Next Gen Home Music System w/ Bluetooth aptX-HD (A2-HD) - Matte Black  
S/N: HD3-25042900055-BLK

Return Reason: significant and noticeable static noise while none of the input options are connected.

## 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

**HD3 Next Gen Home Music System w/ Bluetooth aptX-HD (A2-HD) - Matte Black - (USPS)**  
[1ZXH25950315216376](#)

# Return Summary (1 of 1)

Must be **INSIDE** the shipping box

Order Number	 1376869	RMA Number	 RA250910072
Return Type	Refund of \$340 (\$19 deducted for prepaid shipping)	RMA Submitted	September 3, 2025 11:43 am
Comments:			

## Returned Items

Qty	Name	Serial Number(s)	Return Reason
1	HD3 Next Gen Home Music System w/ Bluetooth aptX-HD (A2-HD) - Matte Black	HD3-25042900055-BLK	significant and noticeable static noise while none of the input options are connected.

# Address Label

Must be **OUTSIDE** the shipping box

## Merchandise Ship Tag

### From:

Caio Silveira

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### Ship To:

Audioengine  
RMA# RA250910072 (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: HD3 Next Gen Home Music System w/ Bluetooth aptX-HD (A2-HD) - Matte Black

CATO SILVEIRA  
3219786887  
AUDIOENGINE  
130 DESCANSO DR, UNIT 436  
SAN JOSE CA 95134

11 LBS

1 OF 1

DWT: 12,12,9

**SHIP TO:**

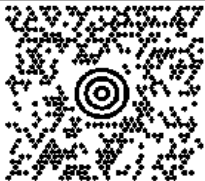
ATTN: RMA #250910072

8558455525

AUDIOENGINE

304 PROGRESS DR

**SHERMAN TX 75092-7054**



**TX 750 2-01**



**UPS GROUND**

TRACKING #: 1Z XH2 595 03 1521 6376



BILLING: P/P



XOL 25.08.10

MV48 36.0A 05/2025\*

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