

Audioengine Return Instructions

RMA: #RA251010199

Thanks for submitting a return Douglas!

If you ever need assistance with this return, please reference support ticket #113806 for return #RA251010199 when submitting a [support request](#).

This return (based on order # 1375977 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) B2 Wireless Speaker System (Open Box) - Real Wood Walnut Veneer
S/N: B2-25042800569
Return Reason: trouble with 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

B2 Wireless Speaker System (Open Box) - Real Wood Walnut Veneer - (USPS)
[1ZXH25950315442827](#)

Return Summary (1 of 1)

Must be **INSIDE** the shipping box

Order Number	 1375977	RMA Number	 RA251010199
Return Type	Return for \$159 in store credit	RMA Submitted	October 7, 2025 11:49 am
Comments: I've been considering returning because I experience static like interruption within the first 5 seconds of each song played from my MP3 player using bluetooth. I am now returning to take advantage of your 50% off sale on B-2's in hopes that the problem is in the B-2 unit I originally purchased. That B-2 replaced a SoundCore true portable that I tried where the bluetooth problem did not occur, but I was no satisfied with the sound no matter what I tried... I love your product so I am replacing this return with order #1379093..... Hopefully the bluetooth problem will be determined to be in the specific unit I'm returning.			

Returned Items			
Qty	Name	Serial Number(s)	Return Reason
1	B2 Wireless Speaker System (Open Box) - Real Wood Walnut Veneer	B2-25042800569	trouble with bluetooth

Address Label

Must be **OUTSIDE** the shipping box

Merchandise Ship Tag

From:

Douglas Darby

Ship To:

Audioengine
RMA# RA251010199 (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: B2 Wireless Speaker System (Open Box) - Real Wood Walnut Veneer

DOUGLAS DARBY
4233094540
AUDIOENGINE
421 OVERLOOK ROAD EXT # 211
ARDEN NC 28704-7700

10 LBS

1 OF 1

DWT: 16,11,8

SHIP TO:

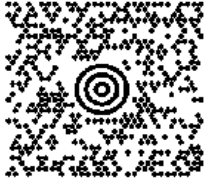
ATTN: RMA #251010199

8558455525

AUDIOENGINE

304 PROGRESS DR

SHERMAN TX 75092-7054

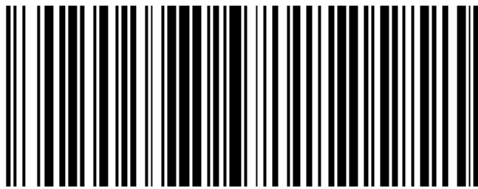


TX 750 2-01

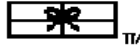


UPS GROUND

TRACKING #: 1Z XH2 595 03 1544 2827



BILLING: P/P



XOL 25.09.10

MV45 41.0A 10/2025*

TM