

# Audioengine Return Instructions

**RMA: #RA251010210**

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Thanks for submitting a return Marc!

*If you ever need assistance with this return, please reference support ticket #114026 for return #RA251010210 when submitting a [support request](#).*

This return (based on order #1379268 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) - Real Wood Walnut Veneer  
S/N: 1379268

Return Reason: right speaker has a static sound that is constant coming from it.

## 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) - Real Wood Walnut Veneer - (USPS) [1ZXH25950300803689](#)**

# Return Summary (1 of 1)

Must be **INSIDE** the shipping box

Order Number	 1379268	RMA Number	 RA251010210
Return Type	Return for \$359 in store credit	RMA Submitted	October 11, 2025 12:56 pm
Comments: upon plugin in and setting up for the first time, the right speaker emits a constant static sound. would like to return and replace with the same unit.			

## Returned Items

Qty	Name	Serial Number(s)	Return Reason
1	HD3 Next Gen Home Music System w/ Bluetooth aptX-HD (A2-HD) - Real Wood Walnut Veneer	1379268	right speaker has a static sound that is constant coming from it.

## Address Label

Must be **OUTSIDE** the shipping box

### Merchandise Ship Tag

#### From:

Marc Cristoe

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#### Ship To:

Audioengine  
RMA# RA251010210 (1 of 1)  
304 Progress Dr  
Sherman, TX 75092  
United States



1379268

**WARNING:** This is not a shipping label. Please make sure to attach an actual shipping label prior to shipment.



RA251010210

# For: HD3 Next Gen Home Music System w/ Bluetooth aptX-HD (A2-HD) - Real Wood Walnut Veneer

MARC CRISTOE  
16302477317  
AUDIOENGINE  
993 LONGFORD RD  
BARTLETT IL 60103

11 LBS

1 OF 1

DWT: 12,12,9

**SHIP TO:**

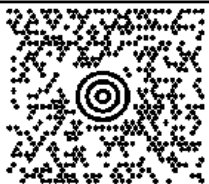
ATTN: RMA #251010210

8558455525

AUDIOENGINE

304 PROGRESS DR

**SHERMAN TX 75092-7054**

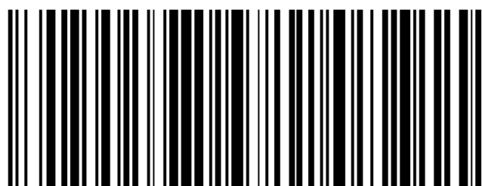


**TX 750 2-01**



**UPS GROUND**

TRACKING #: 1Z XH2 595 03 0080 3689



BILLING: P/P



XOL 25.09.10

MV45 41.0A 10/2025\*

TM