

Audioengine Return Instructions

RMA: #RA251210469

Thanks for submitting a return Jordan!

If you ever need assistance with this return, please reference support ticket #117244 for return #RA251210469 when submitting a [support request](#).

This return (based on order #1401803 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: HD3-25051500506-BLK
Return Reason: Ordered wrong color

(1) DS1 Desktop Stands
S/N: n/a
Return Reason: Return with speakers

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)
[1ZXH25950325167875](#)

DS1 Desktop Stands - (USPS) [1ZXH25950313006392](#)

Return Summary (1 of 2)

Must be **INSIDE** the shipping box

Order Number	 1401803	RMA Number	 RA251210469
Return Type	Return for \$359 in store credit	RMA Submitted	December 29, 2025 3:58 pm
Comments: Box not opened, need to return due to wrong color ordered. Want to order Walnut color.			

Returned Items

Qty	Name	Serial Number(s)	Return Reason
1	HD3 Next Gen Home Music System w/ Bluetooth aptX-HD (A2-HD) - Matte Black	HD3-25051500506-BLK	Ordered wrong color
1	DS1 Desktop Stands		Return with speakers

Address Label

Must be **OUTSIDE** the shipping box

Merchandise Ship Tag

From:

Jordan Irizarry

Ship To:

Audioengine
RMA# RA251210469 (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	 1401803	RMA Number	 RA251210469
Return Type	Return for \$359 in store credit	RMA Submitted	December 29, 2025 3:58 pm
Comments: Box not opened, need to return due to wrong color ordered. Want to order Walnut color.			

Returned Items

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Address Label

Must be **OUTSIDE** the shipping box

Merchandise Ship Tag

From:

Jordan Irizarry

Ship To:

Audioengine
RMA# RA251210469 (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: HD3 Next Gen Home Music System w/ Bluetooth aptX-HD (A2-HD) - Matte Black

JORDAN IRIZARRY
17372182076
AUDIOENGINE
3301 PLANTATION GROVE LN
HAYMARKET VA 20169

11 LBS

1 OF 1

DWT: 12,12,9

SHIP TO:

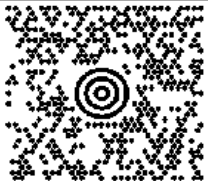
ATTN: RMA #251210469

8558455525

AUDIOENGINE

304 PROGRESS DR

SHERMAN TX 75092-7054

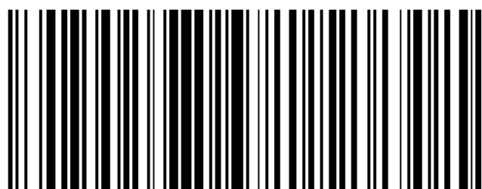


TX 750 2-01



UPS GROUND

TRACKING #: 1Z XH2 595 03 2516 7875



BILLING: P/P



XOL 25.09.10

MV45 53.0A 12/2025*

TM

For: DS1 Desktop Stands

JORDAN IRIZARRY
17372182076
AUDIOENGINE
3301 PLANTATION GROVE LN
HAYMARKET VA 20169

2 LBS

1 OF 1

DWT: 7,4,2

SHIP TO:

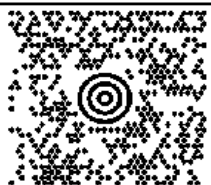
ATTN: RMA #251210469

8558455525

AUDIOENGINE

304 PROGRESS DR

SHERMAN TX 75092-7054



TX 750 2-01



UPS GROUND

TRACKING #: 1Z XH2 595 03 1300 6392



BILLING: P/P



TM

XOL 25.05.10

MV45 53.0A 12/2025*