

Audioengine Return Instructions

RMA: #RA260110566

Thanks for submitting a return Donna!

If you ever need assistance with this return, please reference support ticket #118240 for return #RA260110566 when submitting a [support request](#).

This return (based on order #1416147 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) A5+ Home Music System w/ Bluetooth aptX-HD - Hi-Gloss Piano White
S/N: BT25051500
Return Reason: exchange for wood

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

A5+ Home Music System w/ Bluetooth aptX-HD - Hi-Gloss Piano White - (USPS)
[1ZXH25950335601573](#)

Return Summary (1 of 1)

Must be **INSIDE** the shipping box

Order Number	 1416147	RMA Number	 RA260110566
Return Type	Return for \$499 in store credit	RMA Submitted	January 27, 2026 4:23 pm
Comments: I would like to exchange these for the bamboo wood version I just received an email about. I would be able to keep the cords & wires and just send the speakers if that is what you want me to do.			

Returned Items

Qty	Name	Serial Number(s)	Return Reason
1	A5+ Home Music System w/ Bluetooth aptX-HD - Hi-Gloss Piano White	BT25051500	exchange for wood

Address Label

Must be **OUTSIDE** the shipping box

Merchandise Ship Tag

From:

Donna Dawson

Ship To:

Audioengine
RMA# RA260110566 (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: A5+ Home Music System w/ Bluetooth aptX-HD - Hi-Gloss Piano White

DONNA DAWSON
6087125565
AUDIOENGINE
1168 TWISTED BRANCH WAY
SUN PRAIRIE WI 53590

32 LBS

1 OF 1

DWT: 22,15,12

SHIP TO:

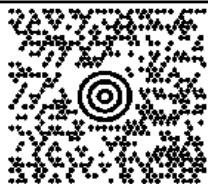
ATTN: RMA #260110566

8558455525

AUDIOENGINE

304 PROGRESS DR

SHERMAN TX 75092-7054

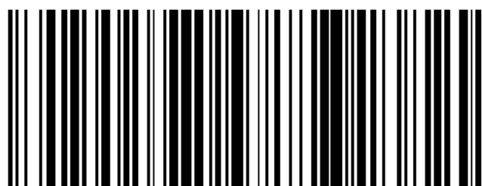


TX 750 2-01



UPS GROUND

TRACKING #: 1Z XH2 595 03 3560 1573



BILLING: P/P



XOL 26.01.20

NV45 S.0A 01/2026*

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