

Audioengine Return Instructions

RMA: #RA260310699

Thanks for submitting a return Khaza!

If you ever need assistance with this return, please reference support ticket #119855 for return #RA260310699 when submitting a [support request](#).

This return (based on order #1418814 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 (Open Box) - Matte Black
S/N: A5+25030600114B

Return Reason: A constant high pitched sound coming from the speakers except when the speakers are turned off

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 (Open Box) - Matte Black - (USPS) [1ZXH25950307217283](#)

Return Summary (1 of 1)

Must be **INSIDE** the shipping box

Order Number	 1418814	RMA Number	 RA260310699
Return Type	Refund of \$260 (\$19 deducted for prepaid shipping)	RMA Submitted	March 16, 2026 2:10 pm
Comments: I did a lot of research before making this purchase and really wanted to keep the speakers. But unfortunately, there is a constant sound coming from the speakers when they are on. The sound stops when the speakers are turned off. For this reason I am unable to keep these speakers.			

Returned Items

Qty	Name	Serial Number(s)	Return Reason
1	A5+ Home Music System (Open Box) - Matte Black	A5+25030600114B	A constant high pitched sound coming from the speakers except when the speakers are turned off

Address Label

Must be **OUTSIDE** the shipping box

Merchandise Ship Tag

From:

Khaza Reza

Ship To:

Audioengine
RMA# RA260310699 (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 (Open Box) - Matte Black

KHAZA REZA
12815081342
AUDIOENGINE
28219 MOON PORTRAIT LN
KATY TX 77494

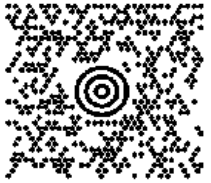
29 LBS

1 OF 1

DWT: 22,16,12

SHIP TO:

ATTN: RMA #260310699
8558455525
AUDIOENGINE
304 PROGRESS DR
SHERMAN TX 75092-7054

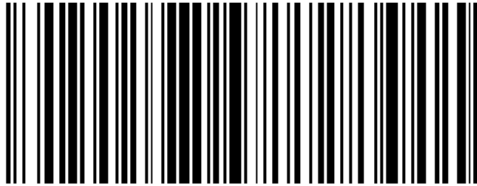


TX 750 2-01



UPS GROUND

TRACKING #: 1Z XH2 595 03 0721 7283



BILLING: P/P



TM

XOL 26.03.05

MV45 12.0A 03/2026*