

# Audioengine Return Instructions

**RMA: #RA260310726**

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Thanks for submitting a return James!

*If you ever need assistance with this return, please reference support ticket #120098 for return #RA260310726 when submitting a [support request](#).*

This return (based on order #1418978 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 - Matte Black

S/N: A5+25122200031B

Return Reason: Could not remove static noise. D1P used with new surge protector, tried it all

## 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 - Matte Black - (USPS) [1ZXH25950332958962](#)**

# Return Summary (1 of 1)

Must be **INSIDE** the shipping box

Order Number	 1418978	RMA Number	 RA260310726
Return Type	Refund of \$291 (\$28 deducted for prepaid shipping)	RMA Submitted	March 23, 2026 9:13 pm
Comments: I paid 355.20 for the speakers and stands, both were in the same order. A full return is only offering 319.00, this return isn't giving me the correct refund amount.			

## Returned Items

Qty	Name	Serial Number(s)	Return Reason
1	A5+ Home Music System - Matte Black	A5+25122200031B	Could not remove static noise. D1P used with new surge protector, tried it all

# Address Label

Must be **OUTSIDE** the shipping box

## Merchandise Ship Tag

### From:

James Danner

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### Ship To:

Audioengine  
RMA# RA260310726 (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 - Matte Black

JAMES DANNER  
17342198700  
AUDIOENGINE  
6325 PINE COVE LN  
LOVELAND OH 45140

29 LBS

1 OF 1

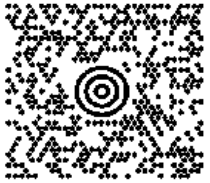
DWT: 22,16,12

**SHIP TO:**

ATTN: RMA #260310726  
8558455525

AUDIOENGINE  
304 PROGRESS DR

**SHERMAN TX 75092-7054**

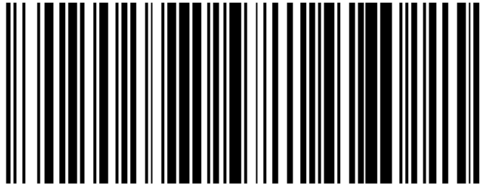


**TX 750 2-01**



**UPS GROUND**

TRACKING #: 1Z XH2 595 03 3295 8962



BILLING: P/P



XOL 26.03.18

MV45 13.0A 03/2026\*

TM