Power unleashed, Conquer the world

Redemption Process

MADE FOR GAMERS & CREATORS
First step: Register your Product
Step 1: Register/Login to MSI Member Center

CREATE AN ACCOUNT

MSI is committed to respecting and protecting your privacy. The information you are providing here will help us provide you with better service.

- E-mail
- Password
- Confirm Password
- Date of Birth
- Captcha

3 x 4
Step 2: Go to product registration page
Step 3: register a new product

WARRANTY REGISTRATION: NOTEBOOK, ALL-IN-ONE PC, DESKTOP, MONITOR
The promotion excluded MOTHERBOARD and GRAPHICS CARD.

ENJOY BENEFITS.
All customers who purchase a new MSI product and then complete registration and reply to the questionnaire will receive a 3-month warranty extension.

1. This does not apply to product of which standard warranty has been expired. (But customers can still complete registration and questionnaire)
2. Customers have to complete the questionnaire in advance to get the full benefits.
3. MSI reserves the right to update or modify these terms and conditions of this program.
4. This extended warranty service only can be applicable to the original country or region where consumers purchased the notebooks/all-in-one.

If you have any questions about the warranty extension on offer, please direct your inquiries to local service hotlines or the MSI support service.

I want to register a new product
Step 4: Select product line

Please select the product type you want to register:

- Notebook
- All-in-One PC
- Desktop
- Monitor
- Motherboard
- Graphics Card
- PC Case
- Gaming Chair
- Gaming Gear
- Liquid Cooling
- Power Supply
- Others
Step 5: Click on the Product to Learn How to Identify the S/N number.
Step 5-1: Fill in S/N number
Step 5-2: Complete the product registration form

Don’t forget to upload the invoice!
Second: Redeem eligible promotion
Step 6 - 1: Go to relative promotion
Step 6 - 2: Click “Go to redeem”
Step 6 - 3: Click “redeem”
Step 7-1: Fill in all of the information required and upload invoice and product barcode.
Please make sure you have uploaded three items: Invoice/Purchase Proof & Product S/N on Product.

- Invoice/Purchase Proof: 1) Channel Partner name 2) Purchase Date 3) Purchase Model Name
- Product S/N number on Product (show like upper example)
Step 7-2: Wait for the feedback from MSI CS

MESSAGE

Dear Customer,

Your request has been successfully sent. Application is under process, please keep in mind that all applications are checked by our staff and might take up to 7 - 14 working days. Game code will be sent to your registered email address once confirmed.

Thank you for your patience.

*If you didn't receive our email in your inbox, please kindly check in the Spam, Junk, Trash, Deleted Items, or Archive folder.
Check your redemption status
Step 8: Select my product to check Relative Promotion

Click “Relative Promotion” to see the available promotion you have
Step 9: Check the review status

## Product Promotion

<table>
<thead>
<tr>
<th>Promotion Name [Link]</th>
<th>Review Status</th>
<th>Digital Code / Ship Tracking No</th>
<th>Note</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td><strong>Power unleashed, Conquer the world</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>awaiting review</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>


How to re-upload requested documents?
Failure redemption step 1: If receive the notifications in your mailbox

Dear Customer,

We regret to inform that your request has been denied.

Please go to product page and re-upload your purchase proof and promotion page re-redeem again. Thank you.

https://register.msi.com/promotion/

Reason:

Regards of the uploading file is not complete, please kindly provide two images together in one file for the process the redemption.
1. Invoice or purchase proof (need to include purchase date, purchase store, and purchase model)
2. Monitor Serial Number image (the sticker behind the monitor)

Sincerely,

MSI customer service

https://register.msi.com/
Fail redemption step 2: Then go to My Product: click relative promotion.
Fail redemption step 3: You can redeem again

Power unleashed. Conquer the world

Regards of the uploading file is not complete, please kindly provide two images together in one file for the process the redemption. 1. Invoice or purchase proof (need to include purchase date, purchase store, and purchase model) 2. Monitor Serial Number image (the sticker behind the monitor)
Fail redemption step 4: Fulfill the requirements and redeem again

<table>
<thead>
<tr>
<th>Purchased Date</th>
<th>Product Name / Serial Number</th>
<th>Invoice Upload</th>
<th>Select</th>
</tr>
</thead>
<tbody>
<tr>
<td>20.08.2020</td>
<td>Optix MAG272CQR CA6T059460074</td>
<td>The buy of prove</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Check file</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Upload file</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Product Barcode</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Check file</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Upload file</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Invoice No/ Trade No/ Order No</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>10018288</td>
<td></td>
</tr>
</tbody>
</table>

 regards of the uploading file is not complete, please kindly provide two images together in one file for the process the redemption. 1. Invoice or purchase proof [need to include purchase date, purchase store, and purchase model] 2. Monitor Serial Number image [the sticker behind the monitor]
Dear Customer,

Your request has been successfully sent. Application is under process, please keep in mind that all applications are checked by our staff and might take up to 7 ~ 14 working days. Game code will be sent to your registered email address once confirmed.

Thank you for your patience.

*If you didn’t receive our email in your inbox, please kindly check in the Spam, Junk, Trash, Deleted Items, or Archive folder.
Step 9-2: Receive the notifications from MSI in your mailbox as well

[No Reply] MSI Promotion-
Power unleashed, Conquer the world

Dear Customer,

Your request has been successfully sent. Application is under process, please keep in mind that all applications are checked by our staff and might take up to 7 ~ 14 working days. Game code will be sent to your registered email address once confirmed.

Thank you for your patience.

*If you didn’t receive our email in your inbox, please kindly check in the Spam, Junk, Trash, Deleted Items, or Archive folder.
How to get the digital prize?
Step 10-1: Eventually, check your prize via your mailbox.

Digital Game Key
https://uplay.ubisoft.com/en-GB
Step 10-2: Eventually, check your prize via MSI member center
MADE FOR GAMERS & CREATORS