

Cashback FAQs



How do I qualify for cashback?
<ol style="list-style-type: none">1. Check if your product is eligible model2. Check if your invoice is in eligible period3. Make sure the country you live is in the eligible country for the promotion
What should I do if I received an email inform me that my claim was incomplete?
Please make sure that you had provide: <ol style="list-style-type: none">1. Invoice/purchase proof which include purchase date, purchase store, and purchase model2. SN number picture that on the product itself, not on the package3. After your purchase day, must wait 14 days of cooling period and then apply the redemption4. Complete bank account information, including IBAN (International Bank Account Number) and BIC (Bank Identifier Code)
How long does it takes to process the application getting approved?
14 work days after your application
How long does it takes to receive the cashback amount?
30 work days after receiving redemption successful confirmation letter
Why am I not receive any email after my participation?
If you have not received an email, please check your spam folder and deactivate your email filter.

*Any more question feel free to ask in msi@promotion-support.com

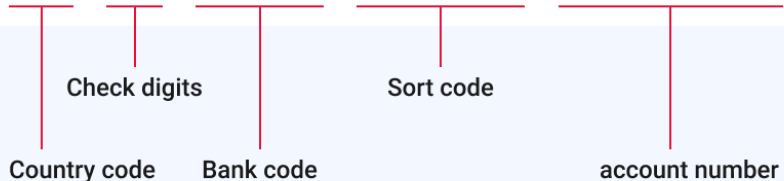
How to identify IBAN/SWIFT code?



IBAN number

Consists of 34 characters

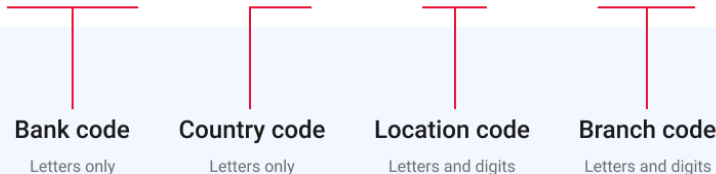
GB 12 ABCD 102030 12345678



Swift (BIC) code

Consists of 8 to 11 characters

AAAA BB CC DDD



IBAN: <https://wise.com/gb/iban/>

SWIFT: <https://wise.com/gb/swift-codes/>