



Year-End Promotion

Redemption Process

MADE FOR GAMERS & CREATORS





First step:
Register your Product

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WHAT'S NEW

SUPPORT

Sign Up

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

Items marked with * are required for application

Email *

Password *

Confirm Password *

First Name *

Last Name

Region / Location *

Select ▾

Contact Number

☐ Subscribe Latest Information
Please check the box on the newsletter you want to subscribe, and press [Send] to confirm.
By Clicking, I have read and agree to the MSI Privacy Policies

☐ MSI Reward Program
By clicking, I agree to the MSI Reward Program [Terms and condition](#).
Become a member today to earn points, get exclusive offers, special VIP event invites and more!
Learn more about the benefits of the [MSI Reward Program](#).

☐ I acknowledge and agree to [MSI Privacy Policy](#) *

Captcha *

24 + 2 =

Sign Up >

Cancel >

Step 2 : Go to product registration page



The MSI logo, consisting of the letters 'msi' in a stylized, italicized font.

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WHAT'S NEW

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A circular icon containing a black silhouette of a person's head and shoulders.

A circular icon containing a black arrow pointing to the left.

A circular icon containing a black location pin.

A circular icon containing a black magnifying glass.

A circular icon containing a black silhouette of a person's head and shoulders.

My Products

A red rectangular button with a white plus icon and the text 'Register New Product'.

A red house icon.

Account Overview

A red star icon.

Membership

Reward Program

Shout Out

Promotions

A red square icon with a white plus sign.

Product


My Products





Product Registration


Appointment Service


Step 3 : register a new product




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 Account Overview

 Membership

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 **Product**


My Products

Product Registration

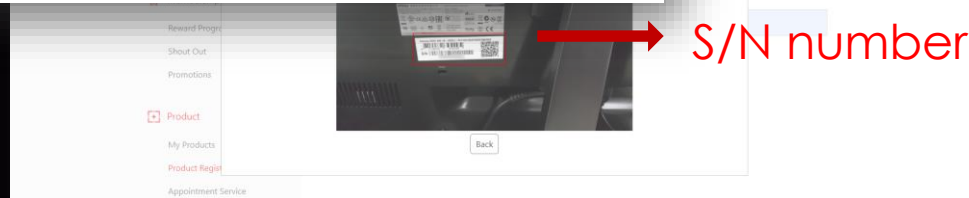
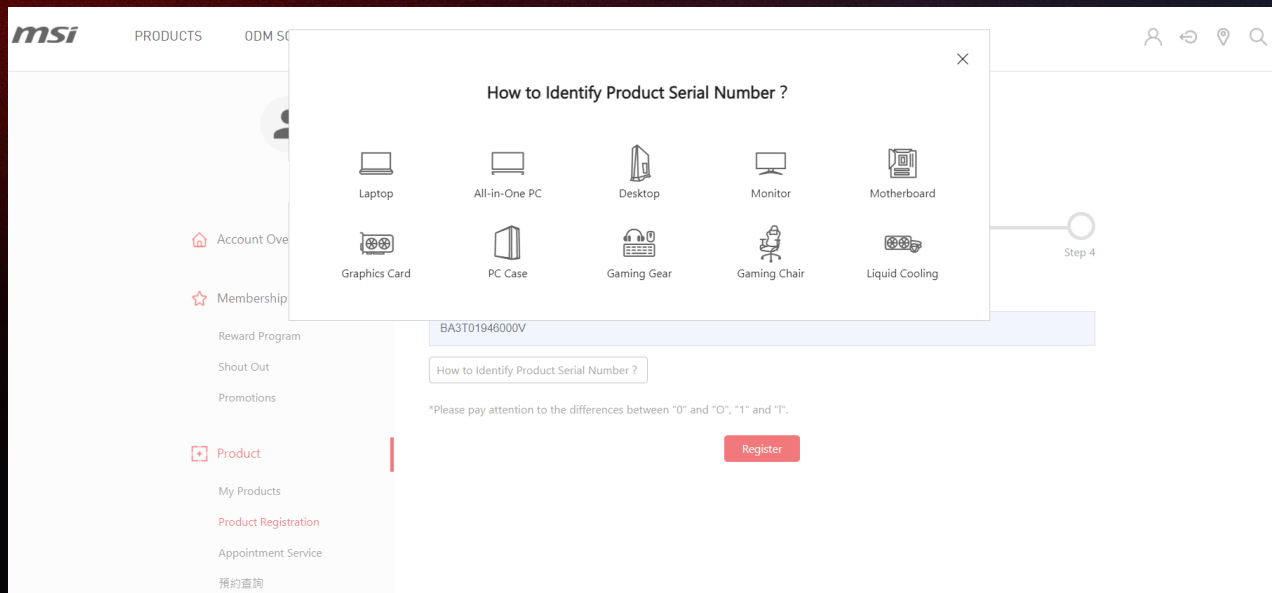
Appointment Service

預約查詢

My Products

Category	Product Name / Serial Number	Purchase Date	Warranty Period
<div></div>			

Step 4 : Click on the product to learn how to identify the S/N number



Step 5-1 : Fill in S/N number



msi

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My Products

Product Registration

Appointment Service

Product Registration



Step 1



Step 2



Step 3



Step 4

Serial Number *

[How to Identify Product Serial Number ?](#)

*Please pay attention to the differences between "0" and "O", "1" and "l".

Register

Step 5-2 : Fill in CHK number



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Account Overview

Membership

- Reward Program
- Shout Out
- Promotions

Product

- My Products
- Product Registration**
- Appointment Service
- 預約查詢

Support

- Web Ticket

Product Registration

✓

✓

Step 1Step 2Step 3Step 4

Product Type *

Product Name *

Model *

Serial Number *

CHK *

Please find the Serial Number sticker on the product and input the 3 digit CHK code as shown below (The image shown below is an example on where the CHK code could be found)

Step 5-3 : Complete the product registration form



Support

Web Ticket

Ticket History

Apply for Service

Repair Inquiry

Live Chat

Account

My Profile

Login Management

Change Password

Subscribe

CHK *

Please find the Serial Number sticker on the product and input the 3 digit CHK code as shown below (The image shown below is an example on where the CHK code could be found)

Region / Location *

Select

Store Name *

Select

Purchase Date *

Where did you purchase the product *

☒ Retail store ☐ Online retailer ☐ Reseller

Invoice Upload *

選擇檔案

未選擇任何檔案

Please resize the image to a width no greater than 1600px (.jpg, .gif, .png)

The image should include the model name, invoice date, and invoice number.

Captcha *

23 + 9 =

Reformat

Captcha

Next


★ Don't forget to upload the invoice!



Second step:
Redeem eligible promotion

Step 6-1 : Go to “Promotions” and click redeem





Red Bull

Account Overview

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All PromotionsRedeem History




Year End Promotion

2021-12-01~2022-01-31

Monitor, Desktop

Redeem >




Live in Everyday Passion

2021-07-01~2021-09-30

Laptop

Redeem >



Back to Modern

2021-06-17~2021-07-18

Monitor

Redeem >

Step 6 -2: Upload product S/N photo, fill in the required information and click Next



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jamie
jamies1234@msi.com

Account Overview

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Apply for Service

Rapid History

User Chat

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My Profile

Login Management

Change Password

Subscribe

Promotion Redeem

Year-End Promotion

Promotion Period:
2021-12-01 ~ 2022-01-31

Activity Release date:
2021-12-01 ~ 2022-01-31

Redeem Limit:
3 for each email

Upload Product

Upload Location

Learning Page

Redeem Guide

Redeem Products

Purchase Date	Purchased Region / Location	Category	Product Name / Serial Number	Upload
<input type="radio"/>	2021-12-01	United States	Opto M15G14H2CGR E96-081100703	<div>Upload</div>

Recipient Information

First Name *

jamie

Last Name *

Zipcode *

Address *

City

State / Province / Region

Street address

Apartment / Building / Unit / Floor

Contact Number *


08123456789

None

Next

Step 7-1: Check the information you filled, and click “Redeem”





- Account Overview
- Membership**
 - Reward Program (EU)
 - Reward Program
 - Shout Out
 - Promotions
- Product
 - My Products
 - Product Registration
 - Online Store
- Support
 - Web Ticket
 - Ticket History
 - Apply for Service
 - Repair History
 - Live Chat
- Account
 - My Profile
 - Login Management
 - Change Password
 - Subscribe

Promotion Redeem Confirm

Redeem Products

Product Type

Product Name


Serial Number
MS 5

Purchase Date

Purchased Region / Location

Proof of purchase

Product Barcode



Recipient Information

First Name *

Last Name *

Zipcode *

Address *

test city

test state

test address

test address2

Contact Number *

09121456789

Note

Captcha

14 + 5 = ?

Example of Uploaded Documents



INVOICE

amazon.fr

FACTURE

Adresse de facturation: Amazon EU S.à r.l., Succursale Française
67 Boulevard du General Leclerc
Clichy 92110
France
TVA: FR1248773327

Adresse de livraison:

Numéro de commande: Numéro de facture: Date de la commande: 11/10/2019 Date de la facture/Date de la provision: 11/10/2019

Qty	Description de l'article	Prix Unitaire (hors TVA)	Taux TVA%	Prix Unitaire (inclus TVA)	Prix Total
1	MSI Trident 3 Arctic 8RD-002US	874,17 €	20 %	1049,00 €	1049,00 €
1	MSI 27" LED - Optix MAG27CQ	350,75 €	20 %	420,90 €	420,90 €
TOTAL:					1469,90 €

Product S/N

PC



Monitor








*Please make sure you have uploaded 2 items:


1. **Invoice/Purchase Proof** : 1. Channel Name 2. Purchase Date 3. Purchase Model Name
2. **S/N number on the product**, not on the package (show like upper example)


Step 7-2: Wait for the feedback from MSI Customer Service




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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.
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.

[Back to Promotion](#)[Redeem History](#)


*Keep in mind that all applications might take up to 7 – 14 working days to be verified.





Check your redemption
status

Step 8: Select “Promotions” to check the review status





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Reward Program

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Promotions

All Promotions

Redeem History

Redeem Date	Promotion Name	Product Name / Serial Number	Status
2021-12-01	Year-End Promotion	Optix MPG341CQR	Redeem qualification under reviewing




How to re-upload
requested documents?



Failure redemption step 1:

If receive the notifications in your mailbox



Dear Customer,

Thanks for your application,

Sorry to inform you that your redemption have some missing purchase proof.

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

<https://account.msi.com/login?ref=service>

Reason : Please provide the invoice with your product name on it, thanks.

Sincerely,

MSI customer service

click the link

Reasons for fail redemption

Fail redemption step 2:

Then go to My Product: click relative promotion



Account Overview



Membership

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Reward Program

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Promotions

All Promotions

Redeem History

Redeem Date	Promotion Name	Product Name / Serial Number	Status
-------------	----------------	------------------------------	--------

2021-12-01

Year-End
Promotion

Optix MPG341CQR

Please provide the invoice with your
product name on it, thanks.

Redeem Again

Fail redemption step 3: Fill in the required information and click "Redeem"



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Change Password

Subscribe

Promotion Redeem Ask again

Redeem Products

Purchase Date	Purchased Region / Location	Category	Product Name / Serial Number	Upload
2021-12-01			Optix MPG341CGR	Upload

Recipient Information

First Name *

Last Name *

Zipcode *

123456

Address *

test city

test state

test address, test address2, test address2

test address2

Contact Number *

09123456789

Note

Captcha

27 + 5 =

Reformat

Redeem

Cancel

Redeem Complete

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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.

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.

[Back to Promotion](#)[Redeem History](#)



How to get the prize?

Step 9-1 : Check your prize via your mailbox



[No Reply] MSI Redeem Notice - Success

no-reply <no-reply@msi-mail.com>

查看详情



Congratulation on the purchase of your MSI® product!

Your **Back to School steam code** activation code is

Steam code



Notice: This activation code is sent to the e-mail you registered with.


How to activate **Back to School steam code** ?





To activate your game code, please refer to <https://www.game.co.uk/en/gifts-and-gadgets/pc-and-steam-cards/steam-cards/>


Thank you!


Step 9-2 : Check your redeem status in MSI member center




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Reward Program

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Promotions

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Redeem Date	Promotion Name	Product Name / Serial Number	Status
2021-05-24	Back to Modern	Modern MD241P	Redeem Success
2021-12-01	Christmas Deals	Optix MPG341CQR	Redeem Success



FAQ

FAQ



Why there is no any relative promotion in my member center account?

1. Check if your product is eligible model
2. Check if your invoice is in eligible period
3. Make sure the region you live is in the eligible region for the promotion
4. Make sure you purchased the eligible product from MSI partners in your domiciled region

What should I do if I received an email inform me that my claim was incomplete?

Please make sure that you had provide:

1. Invoice/purchase proof which include purchase date, purchase store, and purchase model
2. SN number picture that on the product itself, not on the package

How long does it takes to process the application and when will I receive my gift?

All applications might take up:

*Digital code - 7~14 working days to be verified.

*Physical Prize - 8 -12 weeks to delivered after your redemption got approved

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 <https://account.msi.com/>



MADE FOR GAMERS & CREATORS

