



Dark Night, Shining Vibes

Redemption Process

MADE FOR GAMERS & CREATORS





First step:  
Register your Product



# Step 2 : Go to product registration page



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

PRODUCTS

ODM SOLUTIONS

COMMUNITY

WHAT'S NEW

SUPPORT

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

A small, light gray icon of a left-pointing arrow.

A small, light gray icon of a location pin.

A small, light gray icon of a magnifying glass.

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

My Products

Register New Product

A small red icon of a house.

Account Overview

A small red outline of a five-pointed star.

Membership

Reward Program

Shout Out

Promotions

A small red icon of a square with a plus sign inside.

Product

My Products

Product Registration

Appointment Service

# Step 3 : register a new product



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

PRODUCTS

ODM SOLUTIONS

COMMUNITY

WHAT'S NEW

SUPPORT

A small icon of a person, representing the user's profile.

A small icon of a circular arrow, representing a refresh or reload action.

A small icon of a location pin, representing a map or location feature.

A small icon of a magnifying glass, representing a search function.

A circular icon containing a black silhouette of a person, representing the user's profile.

My Products

A small red house icon.

Account Overview

A small red star icon.

Membership

Reward Program

Shout Out

Promotions

A small red icon of a product box.

Product

My Products

Product Registration

Appointment Service

預約查詢

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

A screenshot of the MSI website's user interface. A modal window titled "How to Identify Product Serial Number ?" is centered on the screen. The modal contains ten icons representing different product categories: Laptop, All-in-One PC, Desktop, Monitor, Motherboard, Graphics Card, PC Case, Gaming Gear, Gaming Chair, and Liquid Cooling. Below the modal, a text input field contains the serial number "BA3T01946000V". A button labeled "How to Identify Product Serial Number ?" is positioned below the input field. A red "Register" button is located at the bottom right of the page. The left sidebar of the website is visible, showing navigation links such as "Account Overview", "Membership", "Reward Program", "Shout Out", "Promotions", "Product", "My Products", "Product Registration", "Appointment Service", and "預約查詢". The top navigation bar includes the MSI logo, "PRODUCTS", "ODM SOLUTIONS", and user account icons. A "Step 4" indicator is visible on the right side of the page.

msi

PRODUCTS ODM SOLUTIONS

How to Identify Product Serial Number ?

Laptop All-in-One PC Desktop Monitor Motherboard

Graphics Card PC Case Gaming Gear Gaming Chair Liquid Cooling

BA3T01946000V

How to Identify Product Serial Number ?

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

Register

Step 4

Account Overview

Membership

Reward Program

Shout Out

Promotions

Product

My Products

Product Registration

Appointment Service

預約查詢



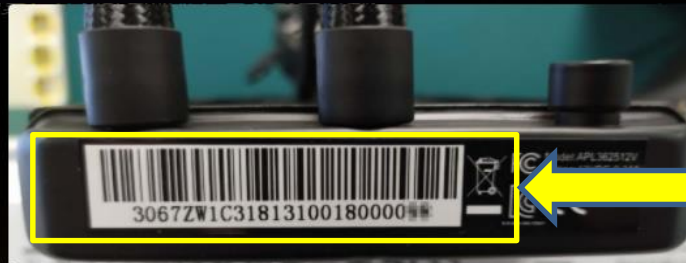
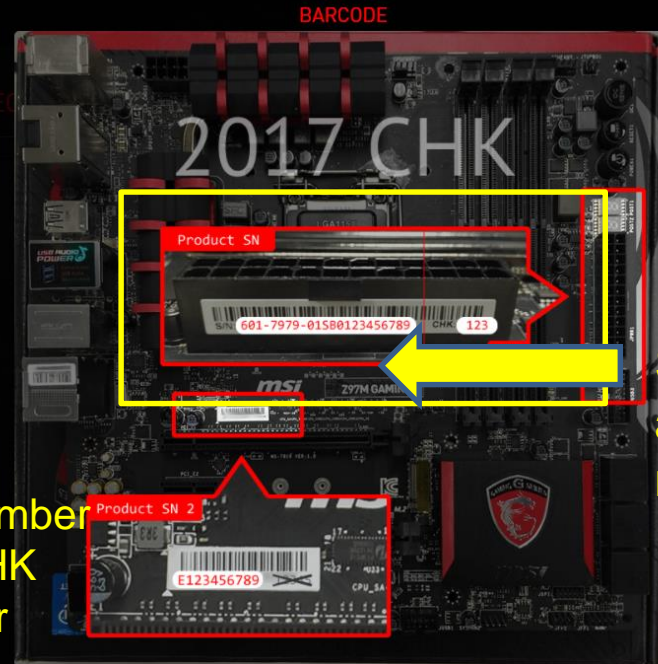
# Step 4 : Click on the Product to Learn How to Identify the S/N number and CHK number



## Liquid Cooling



## Motherboard



S/N number and CHK number

S/N number and CHK number

# Step 5-1 : Fill in S/N number



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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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 **Product**

My Products

**Product Registration**


Appointment Service


預約查詢


 Support


Web Ticket

## Product Registration

 Step 1

 Step 2

 Step 3

 Step 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 =

Captcha

Next

★ Don't forget to upload the invoice!



Second:  
Redeem eligible promotion

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



## Promotions

All Promotions

Redeem History

 Account Overview

 Membership

Reward Program


SHOUT OUT

Promotions

 Product

My Products


Product Registration

 Support

Web Ticket



### Dark Night, Shining Vibes

 2021-10-04~2021-11-30

- ☒ Motherboard
- ☒ Liquid Cooling

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 : Choose your redeem method





Account Overview

Membership

Reward Program

SHOUT OUT

Promotions

Product

My Products

Product Registration

Support

Web Ticket

## Promotions

Choose Redeem Method

Dark Night, Shining Vibes

Dark Night, Shining Vibes Combo

Click this one if your eligible product is not for combo.

Click this one if you have eligible products combination below.  
\*MB+ Liquid Cooling  
\*MB+ Fan  
\*MB+ PC Case  
\*MB+ Power Supply  
\*MB+ Gaming Chair

Back to School

2021-09-01~2021-09-30

✓ Motherboard

✓ Liquid Cooling

Redeem >

Live in Everyday Passion

2021-07-01~2021-09-30

✓ Laptop

Redeem >

Back to School

2021-09-01~2021-09-30

✓ Motherboard

✓ Liquid Cooling


Redeem >

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 \*  
123456

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 €
<b>TOTAL:</b>					<b>1469,90 €</b>

## 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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 Account Overview

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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





 Account Overview

 Membership

Reward Program (OL)

Reward Program

Shout Out

Promotions

## Promotions

All Promotions

Redeem History

Redeem Date	Promotion Name	Product Name / Serial Number	Status
2021-10-04	Dark Night, Shining Vibes	MEG Z590 ACE	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://register.msi.com/event/redeem/nb\\_2020\\_nov\\_watchdogs\\_eu](https://register.msi.com/event/redeem/nb_2020_nov_watchdogs_eu)

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

Reward Program (OL)

Reward Program

Shout Out

Promotions

## Promotions

All Promotions

Redeem History

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

2021-09-01

Dark Night,  
Shining  
Vibes

MEG Z590 ACE

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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Login Management

Change Password

Subscribe

### Promotion Redeem Ask again

Redeem Products

Purchase Date	Purchased Region / Location	Category	Product Name / Serial Number	Upload
2021-10-04			MEG Z590 ACE	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>  
雷鳴 號



Congratulation on the purchase of your MSI® product!

Your *Dark Night, Shining Vibes* steam code activation code is

Steam code



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

How to activate *Dark Night, Shining Vibes* 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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[Membership](#)  
Reward Program (OL)  
Reward Program  
Shout Out  
[Promotions](#)

## Promotions

[All Promotions](#) [Redeem History](#)

Redeem Date	Promotion Name	Product Name / Serial Number	Status
2021-05-24	Back to Modern	Modern MD241P	Redeem Success
2021-09-01	Dark Night, Shining Vibes	MEG Z590 ACE MAX	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

