



Power to Create

Redemption Process



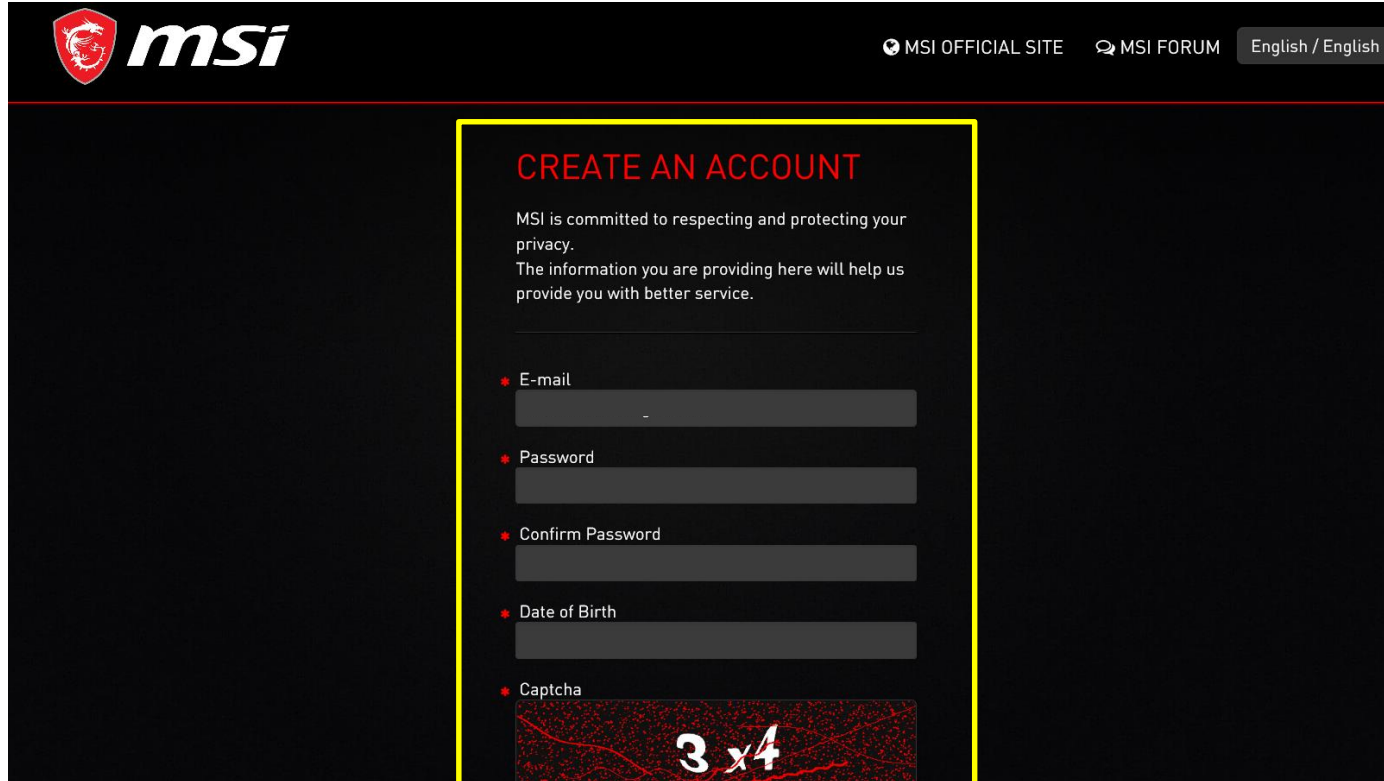
Create Your Moments



First step:
Register your Product




Step 1 : Register/Login to MSI Member Center

A screenshot of the MSI Member Center registration page. The page has a black background with the MSI logo in the top left. In the top right, there are links for 'MSI OFFICIAL SITE', 'MSI FORUM', and a language selector 'English / English'. The main content is a 'CREATE AN ACCOUNT' form, which is highlighted with a yellow border. The form includes a privacy notice, a list of required fields with red asterisks, and a captcha image showing the numbers '3 x 4'.

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


Step 2 : Go to product registration page



The screenshot shows the MSI user account page. The top navigation bar includes the MSI logo, the text 'MSI OFFICIAL SITE', 'MSI FORUM', 'LOGOUT', and a language selector 'English / English'. The main content area has a dark background with a grid of menu items. On the left, a vertical list of menu items includes 'HOME', 'MY PROFILE', 'MY PRODUCT', 'MY REWARDS', 'SHOUTOUT', 'MY WARRANTY', 'PROMOTIONS', and 'MY SUPPORT'. The 'MY PRODUCT' item is highlighted with a yellow box and a yellow circle containing the number '1'. In the center of the grid, the text 'MY PRODUCT' is displayed in red. Below it, a red button with a white plus sign and the text '+ Product Registration' is highlighted with a yellow box and a yellow circle containing the number '2'. The bottom of the page lists several support options: 'WEB TICKET', 'REPAIR HISTORY', 'APPLY FOR REPAIR SERVICE', and 'GARANTIE SUR SITE'.

msi

MSI OFFICIAL SITE MSI FORUM LOGOUT English / English

HOME Welcome!

1 MY PROFILE

MY PRODUCT

MY REWARDS

2 MY PRODUCT

SHOUTOUT + Product Registration

MY WARRANTY

PROMOTIONS

MY SUPPORT

- WEB TICKET
- REPAIR HISTORY
- APPLY FOR REPAIR SERVICE
- GARANTIE SUR SITE

Step 3 : Register a new product



The screenshot shows the MSI website's 'MY PRODUCT' section. The top navigation bar includes the MSI logo, 'MSI OFFICIAL SITE', 'MSI FORUM', 'LOGOUT', and a language selector set to 'English / English'. The left sidebar lists navigation options: HOME, MY PROFILE, MY PRODUCT, MY REWARDS, SHOUTOUT, MY WARRANTY, PROMOTIONS, MY SUPPORT, WEB TICKET, REPAIR HISTORY, APPLY FOR REPAIR SERVICE, and GARANTIE SUR SITE. The main content area is titled 'MY PRODUCT' and features a 'WARRANTY REGISTRATION: NOTEBOOK, ALL-IN-ONE PC, DESKTOP, MONITOR' section. Below the title, it states 'The promotion excluded MOTHERBOARD and GRAPHICS CARD.' and 'ENJOY BENEFITS.' followed by a paragraph: 'All customers who purchase a new MSI product and then complete registration and reply to the questionnaire will receive a 3-month warranty extension.' A list of four conditions follows: 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. Below the list, it says 'If you have any questions about the warranty extension on offer, please direct your inquiries to local service hotlines or the MSI support service.' At the bottom, a red button with the text 'I want to register a new product' is highlighted with a yellow border.

HOME Welcome!

MY PROFILE

MY PRODUCT

MY REWARDS

SHOUTOUT

MY WARRANTY

PROMOTIONS

MY SUPPORT

- WEB TICKET
- REPAIR HISTORY
- APPLY FOR REPAIR SERVICE
- GARANTIE SUR SITE

MY 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



- HOME
- MY PROFILE
- MY SOCIAL NETWORKS
- MY PRODUCT
- SHOUTOUT
- MY REWARDS
- MY REVIEWS
- MY WARRANTY
- PROMOTIONS
- MY SUPPORT
 - WEB TICKET
 - REPAIR HISTORY
 - APPLY FOR REPAIR SERVICE
- ONLINE CHAT

Welcome!

PLEASE SELECT THE PRODUCT TYPE YOU WANT TO REGISTER



Notebook



All-in-One PC



Desktop



Monitor



Motherboard



Graphics Card



PC Case



Gaming Chair



Step 5 : Click on the product to learn how to identify the S/N number



The screenshot shows the MSI website interface. On the left is a navigation menu with options like HOME, MY PROFILE, MY SOCIAL NETWORKS, MY PRODUCT, SHOUTOUT, MY REWARDS, MY REVIEWS, MY WARRANTY, PROMOTIONS, and MY SUPPORT. The main content area is titled 'PRODUCT REGISTRATION' and features two images. The top image, labeled 'PRODUCT', shows the back of a monitor with a red box highlighting a small label containing a barcode and QR code. The bottom image, labeled 'BARCODE', is a close-up of a larger label with the text 'Gaming 24GE 2QE 4K - 005EU - R7472H16G2T0DS81MANXS' and a red box highlighting the 'S/N: MSAE6CF750123456'.



S/N number

Step 5-1 : Fill in S/N number



MSI OFFICIAL SITE

MSI FORUM

LOGOUT

English / English

HOME

Welcome!

MY PROFILE

MY PRODUCT

MY REWARDS

MY REVIEWS

MY

WARRANTY

PROMOTIONS

◦ SHOUTOUT

MY SUPPORT

◦ WEB

TICKET

◦ REPAIR

HISTORY

PRODUCT REGISTRATION

* S/N1 (S/N)

Click on the Product to Learn How to Identify the Serial Number

Please pay attention to the differences between '0' and 'O', '1' and 'l'. If you still have problem, please contact us through My Support.

Next

Cancel

Step 5-2 : Complete the product registration form



MY PRODUCT

MY REWARDS

MY REVIEWS

MY WARRANTY

PROMOTIONS

◦ SHOUTOUT

MY SUPPORT

◦ WEB TICKET

◦ REPAIR HISTORY

PRODUCT REGISTRATION

Product Type	Monitor
Product Name	Optix MAG272CQR
Model	9S6-3CA66T-005
Serial Number	CA6T059460074

Region / Location	Sweden
Store Name	Komplett.se
Purchased Date	2020-08-20 YYYY-MM-DD
Where did you purchase the product	<input type="radio"/> Retail store <input type="radio"/> Online retailer <input type="radio"/> Reseller

Invoice Upload	C:\Users\lclair\in\Desktop 瀏覽...
Please resize the image to a width no greater than 1600px (.jpg, .gif, .png) The invoice should include the model name, invoice date, and invoice number. (photo of printed invoice or screenshot of digital invoice)	

Captcha	A captcha image showing a dark background with red, branching, root-like patterns and the numbers '7-5' in white.
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★ Don't forget to upload the invoice!



Second:
Redeem eligible promotion



Step 6-1: Go to relative promotion



The screenshot shows the MSI user account interface. The top navigation bar includes the MSI logo, links for 'MSI OFFICIAL SITE', 'MSI FORUM', and 'LOGOUT', and a language selector set to 'English / English'. The left sidebar contains a menu with 'MY PRODUCT' highlighted in yellow. The main content area is titled 'MY PRODUCT' and features a '+ Product Registration' button. Below this is a table with one row of product information. A 'Service Item' button is visible in the table, and a 'Relative promotion' button is highlighted in yellow below it.

HOME

MY PROFILE

MY SOCIAL NETWORKS

MY PRODUCT

SHOUTOUT

MY REWARDS

MY REVIEWS

MY WARRANTY

PROMOTIONS

MY SUPPORT

- WEB TICKET
- REPAIR HISTORY
- APPLY FOR REPAIR SERVICE

ONLINE CHAT

Welcome!

MY PRODUCT

+ Product Registration

Product Type	Product Name / Serial Number	Purchased Date	Warranty Standard
All-in-One PC	PRO 24X 10M-205TW-S51021U8G1T025X10MHANS MSAEC2K6S0103666	2020-09-29	Standard Warranty

Service Item

Relative promotion

Step 6-2: Click “go to redeem”



The screenshot shows the MSI website interface with a 'Product Promotion' modal window open. The modal contains a table with the following data:

Review Status	Digital Code / Ship Tracking No	Note
Power to Create		

A red button labeled 'go to redeem' is highlighted in a yellow box within the 'Power to Create' row. The modal also includes a 'Close' button at the bottom right.

The background shows the MSI website navigation menu on the left and a table of product promotions below the modal. The table has columns for 'Product Name', 'Digital Code / Ship Tracking No', and 'Action'. The 'Action' column contains buttons for '服務項目' and '檢查兌換活動'.

MSB171J1S0102726

Product Name	Digital Code / Ship Tracking No	Action
電競椅	MAG CH110 PA0J039170175	服務項目 檢查兌換活動
主機板	MAG Z390 TOMAHAWK 601-7B18-010B1910005318	服務項目 檢查兌換活動

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Step 6-3: Click "Redeem"



MY SOCIAL NETWORKS
MY PRODUCT
SHOUTOUT
MY REWARDS
MY REVIEWS
MY WARRANTY
PROMOTIONS
MY SUPPORT
◦ WEB TICKET
◦ REPAIR HISTORY
ONLINE CHAT

PROMOTIONS // Productivity From Spring!

REGISTRATION PERIOD
2021-02-01 – 2021-04-30
The product buy date must match the event date.
[See More](#)

ELIGIBLE PRODUCT
[See More](#)

COUNTRIES / AREA
[See More](#)

LANDING PAGE
[See More](#)

REDEEM PAGE
[Activate the Code](#)

REDEEM LIMIT
3 for each email

Please read carefully about the rules of the event.

MSI only provides codes. For redemption, please click the link to the redeem page.

YOUR PRODUCTS

[+ Product Registration](#) [Redeem Guide](#)

Product Type	Product Name / Serial Number	Purchased Date	Purchased Region / Location
○ Desktop	Cubi N 8GL-043TW-BN40004GG3X10MBFS MSB171J1S0102726	2021-02-05	Hong Kong

[Upload Invoice](#) [Product Barcode](#)

Invoice Number TEST

[Redeem](#)

Click "Redeem"

Step 7-1: Fill in all of information required and upload invoice and product barcode



Redeem Form

Product Information

Product Name
PRO 24X 10M-205TW-S51021U8G1T025X10MHANS

Serial Number
MSAEC2K6S0103666

* *Invoice Upload*
9fd01a0974e51a357afbd8d62c7871cb.PNG

* *Product Barcode*

Please be sure to upload the invoice and the picture of product SN number to speed up the verify process.

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

The invoice should include the model name, invoice date, and invoice number. (photo of printed invoice or screenshot of digital invoice)

* *Invoice Number*

Purchased Date
2020-09-30

Step 7-2: Check the information you filled, and click “Redeem”



Redeem Confirm

PRODUCT

Product Type
Desktop

Product Name
Cubi N 86L_043TW_8N6000G03X10MBFS


Serial Number
MSI8171J150102726

Purchased Date
2021-02-05


Purchased Region / Location
Hong Kong

Invoice Number
TEST

The boy of prove



Product Barcode

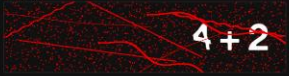


Would you like to join the lucky draw of "Productivity From Spring"?

Select

You will have a chance to win the electric adjustable desk to level up your efficiency and effectiveness!
More information: <https://www.msi.com/Promotion/Productivity-From-Spring-PRD-series>

Captcha



You need to calculate the answer $X + Y = ?$

You need to calculate the answer $X + Y = ?$

Close Redeem

Example of Uploaded Documents



INVOICE

Product S/N

amazon.fr FACTURE

Adresse de facturation: Amazon EU S.à r.l., Succursale Française
87 Boulevard du General Leclerc
Clichy 92110
France
TVA: FR12487773327

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 (inclus TVA)
1	MSI Trident 3 Arctic BRD-002US	874,17 €	20 %	1049,00 €	1049,00 €
1	MSI 27" LED - Optix MAG27CQ	350,75 €	20 %	420,90 €	420,90 €
TOTAL:					1469,90 €

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 7-3: Wait for the feedback from MSI Customer Service



The screenshot shows the MSI website interface. At the top left is the MSI logo. On the top right, there are links for 'MSI OFFICIAL SITE', 'MSI FORUM', and 'LOGOUT', along with a language selector set to 'English / English'. The main content area is dark-themed and features a red 'MESSAGE' header. Below this, a message box contains the following text:

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.

At the bottom of the message box, there is a red 'Next' button.

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



Check your
redemption status



Step 8: Select “MY PRODUCT” to check “Relative promotion”



msi

MSI OFFICIAL SITE MSI FORUM LOGOUT English / English

HOME Welcome!

MY PROFILE

MY PRODUCT

MY REWARDS

MY REVIEWS

MY WARRANTY

PROMOTIONS

- SHOUTOUT

MY SUPPORT

- WEB TICKET
- REPAIR HISTORY

MY PRODUCT

+ Product Registration


Product Type	Product Name / Serial Number	Purchased Date	Warranty Standard	
Monitor	MP241	20.08.2020	Standard Warranty	Service item Relative promotion
All-in-One PC	PRO 24X 10M	17.08.2020	Standard Warranty	Service item Relative promotion

Click “Relative Promotion” to see the available promotion you have

Step 9 : Check the review status



PROMOTIONS // Power to Create



REGISTRATION PERIOD
2021-02-01 – 2021-04-30
The product buy date must match the event date.

ELIGIBLE PRODUCT
[Q See More](#)

COUNTRIES / AREA
[Q See More](#)

LANDING PAGE
[Q See More](#)

REDEEM PAGE
[🔗 Activate the Code](#)

REDEEM LIMIT
3 for each email

Please read carefully about the rules of the event.

MSI only provides codes. For redemption, please click the link to the redeem page.

YOUR PRODUCTS
[+ Product Registration](#) [Redeem Guide](#)

RECORD

Order ID	Date	Status	Code
6123fc23b1	2021-01-22	Redeem qualification under reviewing	

[Product List](#)



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

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

Sincerely,

MSI customer service

click the link

Reasons for fail redemption

Failure redemption step 2:
Then go to "MY PRODUCT", click "Relative promotion"



msi

MSI OFFICIAL SITE MSI FORUM LOGOUT English / English

HOME Welcome!

1 MY PROFILE

MY PRODUCT

MY REWARDS

MY REVIEWS

MY WARRANTY

PROMOTIONS

- SHOUTOUT

MY SUPPORT

- WEB TICKET
- REPAIR HISTORY

+ Product Registration

Product Type	Product Name / Serial Number	Purchased Date	Warranty Standard
Monitor	MP241 CA6T059460074	20.08.2020	Standard Warranty
All-in-One PC	PRO 24X 10M 3067ZW1C3181310018000481	17.08.2020	Standard Warranty

2 Service item

Relative promotion

Service item

Relative promotion

Fail redemption step 3: Click “Redeem Again” in this page



REGISTRATION PERIOD
2021-02-01 ~ 2021-04-30
The product buy date must match the event date.

ELIGIBLE PRODUCT
[See More](#)

COUNTRIES / AREA
[See More](#)

LANDING PAGE
[See More](#)

REDEEM PAGE
[Activate the Code](#)

REDEEM LIMIT
3 for each email

Please read carefully about the rules of the event.

MSI only provides codes. For redemption, please click the link to the redeem page.

YOUR PRODUCTS

[+ Product Registration](#) [Redeem Guide](#)

RECORD

Order ID	Date	Status	Code
6123fc23b1	2021-01-22	Redeem not qualified,Please re-upload data Please provide the invoice with your product name on it, thanks.	Redeem Again

Fail redemption step 4: Fulfill the required information and click "Redeem"



Redeem Again

★ Would you like to join the lucky draw of "Productivity From Spring!?"

Select

You will have a chance to win the electric adjustable desk to level up your efficiency and effectiveness!
More information: <https://www.msi.com/Promotion/Productivity-From-Spring-PRO-series>

PRODUCT

Product Type	Product Name/ Serial Number	Purchased Date	Purchased Region / Location
Desktop	Cubi N 8GL-043TW-BN40004G03X10MBFS MSB171J1S0102726	2021-02-05	Hong Kong

🔍 Buy Prove 🔍 Products Barcode

📄 Invoice Number TEST

Close Redeem

Redeem Complete



[MSI OFFICIAL SITE](#)

[MSI FORUM](#)

[LOGOUT](#)

English / English

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.

[Next](#)



How to get the digital
prize?




Step 10-1 : Eventually, check your prize via your mailbox



no-reply@msi-mail.com

[No Reply] MSI Promotion - Productivity From Spring!- Notice



The banner features a light gray background with various coffee-related illustrations: a green apron, a coffee cup, a slice of orange, a coffee grinder, a coffee pot, a coffee mug, a coffee table with a teapot, a coffee machine, a coffee plant, and a coffee cake. The text reads: "POWER TO CREATE WITH 50€ LIEFERANDO FOOD VOUCHER!".

Dear Customer,

Thank you for purchasing an MSI product!

Redeem for **Productivity From Spring!** has been approved.

Your activation code is:

ABCDEFGHIJKLMN

Keys look like the following: **AAAAA-BBBBBB-CCCCCC**

Landing Page: <https://www.msi.com/Promotion/Productivity-From-Spring-PRO-series>

To activate your game code, please refer to <https://play.google.com/store>

Thank you!

Step 10-2 : Eventually, check your prize via MSI member center



Product Promotion

Promotion Name [Link]

Review Status	Digital Code / Ship Tracking No	Note
pass	Code: ABCDEFGHIJKLNM	Redeem Code

[Close](#)

HOME
MY PROFILE
MY SOCIAL NETWORKS
MY PRODUCT
SHOUTOUT
MY REWARDS
MY REVIEWS
MY WARRANTY
PROMOTIONS
MY SUPPORT
ONLINE CHAT

Product	Code	Expiry	Action
Desktop	Cubi N 86L -043TW-8N40004G03X10MBFS MSB171J1S0102726	2021-02-05	Service Item Relative promotion
Gaming Chair	MAG CH110 PADJ039170175	2020-01-29	Service Item Relative promotion
Motherboard	MAG Z390 TOMAHAWK 601-7B18-010B1910005318	2020-01-03	Service Item Relative promotion



FAQ



FAQ



Why there is no any relative promotion appears 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 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:

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.
- *Cashback - 30 work days after receiving redemption successful confirmation letter
- *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.

My steam code does not work!

Please make sure to enter the steam code without additional space characters, steam code only has 15 character, if you receive more than one code please help to enter the code separate
Keys look like the following: AAAAA-BBBBB-CCCCC



MADE FOR **GAMERS & CREATORS**

