



# ACV DLC Game Bundle Redemption Process

**MADE FOR GAMERS & CREATORS**





First step:  
Register your Product

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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 =

☐ Reformat

Sign Up >

Cancel >

# Step 2 : Go to product registration page



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

PRODUCTS

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

A small red house icon.

Account Overview

A small red star icon.

Membership

Reward Program

Shout Out

Promotions

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

Product

My Products

Product Registration

Appointment Service

My Products

Category	Product Name / Serial Number	Purchase Date	Warranty Period	
----------	------------------------------	---------------	-----------------	--

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

# Step 3 : register a new product



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Account Overview

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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> Register New Product</div>			

# 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". Below the input field is a button labeled "How to Identify Product Serial Number ?". At the bottom right of the modal area is a red "Register" button. The background shows the MSI website navigation menu with options like "Account Overview", "Membership", "Reward Program", "Shout Out", "Promotions", "Product", "My Products", "Product Registration", "Appointment Service", and "預約查詢". The "Product" option is highlighted with a red vertical bar. The top navigation bar includes "PRODUCTS" and "ODM SOLUTIONS". The top right corner has icons for user profile, cart, location, and search.



# Step 5 : Click on the Product to Learn How to Identify the S/N number and CHK number



Monitor



S/N number and  
CHK number

Desktop



# Step 5-1 : Click on the Product to Learn How to Identify the S/N number and CHK number



## Motherboard



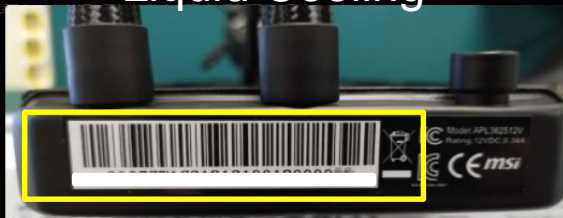
## Case



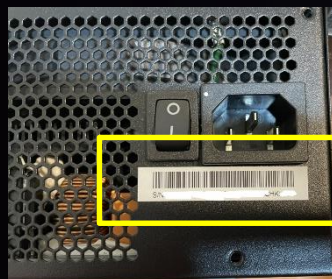
## Chair



## Liquid Cooling



## PSU





# Step 5-2 : Fill in S/N number



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Shout Out

Promotions

Product

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 5-3 : 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

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 5-4 : 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



Account Overview

Membership

Reward Program

SHOUT OUT

Promotions

Product

My Products

Product Registration

Support

Web Ticket

## Promotions

All Promotions

Redeem History



Assassin's Creed Valhalla Dawn of Ragnarok

2022-03-10~2022-04-10

- ✓ Desktop
- ✓ Monitor
- ✓ Motherboard
- ✓ Chassis
- ✓ Gaming Chair
- ✓ Liquid Cooling
- ✓ Power Supply

Redeem >



Live in Everyday Passion

2021-07-01~2021-09-30

- ✓ Monitor
- ✓ All-in-One PC

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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Account Overview

Membership

Product

Support

Account

Promotion Redeem

Promotion Period:  
2022-03-10-2022-04-10

Activity / Redeem date:  
2022-03-10-2022-04-10

Redeem Limit:  
4 for each email

Eligible Products

Eligible Locations

Landing Page

Redeem Guide

Redeem Products

Purchase Date	Purchased Region / Location	Category	Product Name / Serial Number	Upload
2022-03-10			Optix MAG274QRF-QD	<div>Upload</div>

Recipient Information

First Name \*

john

Last Name \*

Zipcode \*

Address \*

City

State / Province / Region

Street address

Apartment / Building / Unit / Floor

Contact Number \*


09-123456789

Note

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 =

Reformat

**Redeem** Cancel

# Example of Uploaded Documents



INVOICE

Product S/N

**amazon.fr**

**FACTURE**

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

Adresse de livraison:

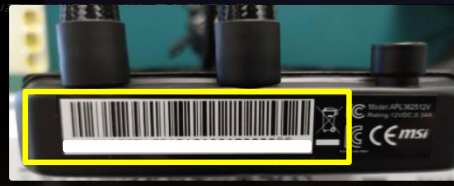
Numéro de commande: Numéro de facture: Date de la commande: 11/10/2019 Date de la facture/Date de la provision: 11/10/2019

Qty	Description de l'article	Prix Unitaire (hors TVA)	Taux TVA%	Prix Unitaire (inclus TVA)	Prix Total (inclus TVA)
1	MSI Trident 3 Arctic 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>

Monitor



Liquid Cooling



Motherboard




\*\*\*You could check P7-8 for reference





\*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
2022-03-10	Assassin's Creed Valhalla Dawn of Ragnarok	Optix MAG274QRF-QD	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
2022-03-10	Assassin's Creed Valhalla Dawn of Ragnarok	Optix MAG274QRF-QD	Please provide the invoice with your product name on it, thanks. <a href="#">Redeem Again</a>

# Fail redemption step 3:

## Fill in the required information and click "Redeem"



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Repair History

Live Chat

Account

My Profile

Login Management

Change Password

Subscribe

Promotion Redeem Ask again

Redeem Products

Purchase Date	Purchased Region / Location	Category	Product Name / Serial Number	Upload
2022-02-04			Optix MAG274QRF-QD	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 Assassin's Creed Valhalla Dawn of Ragnarok Standard Edition PC Digital Game Key activation code is

Assassin's Creed Valhalla Dawn of Ragnarok Standard  
Edition PC Digital Game Key

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


How to activate [Assassin's Creed Valhalla Dawn of Ragnarok Standard Edition PC Digital Game Key](#)





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


Thank you!

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



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[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
2021-05-24	Back to Modern	Modern MD241P	Redeem Success
2022-02-10	Assassin's Creed Valhalla Dawn of Ragnarok	Optix MAG274QRF-QD	Redeem Success



How to Activate your  
game code?

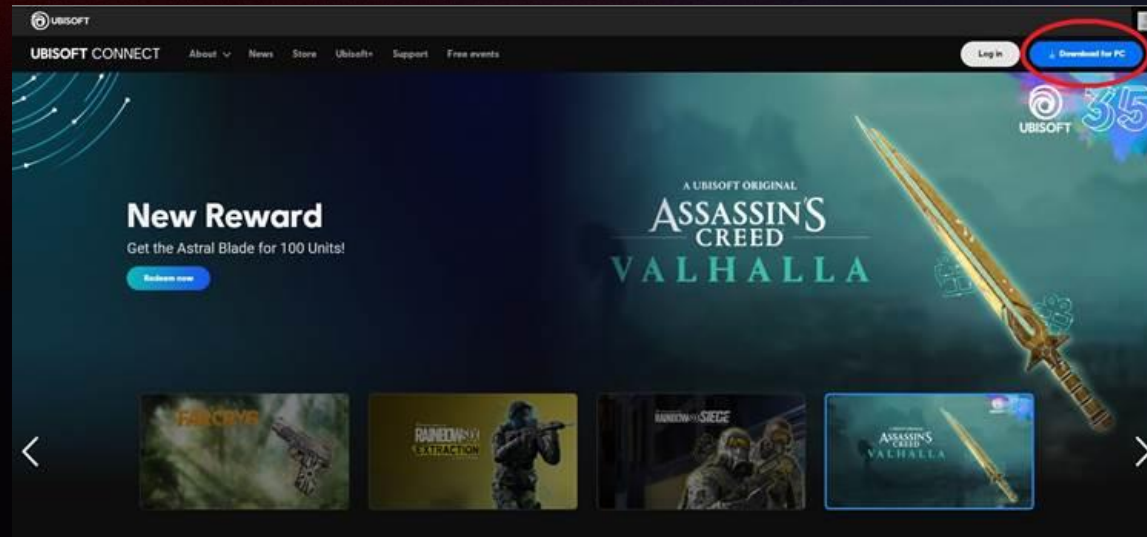




## Step10-1:

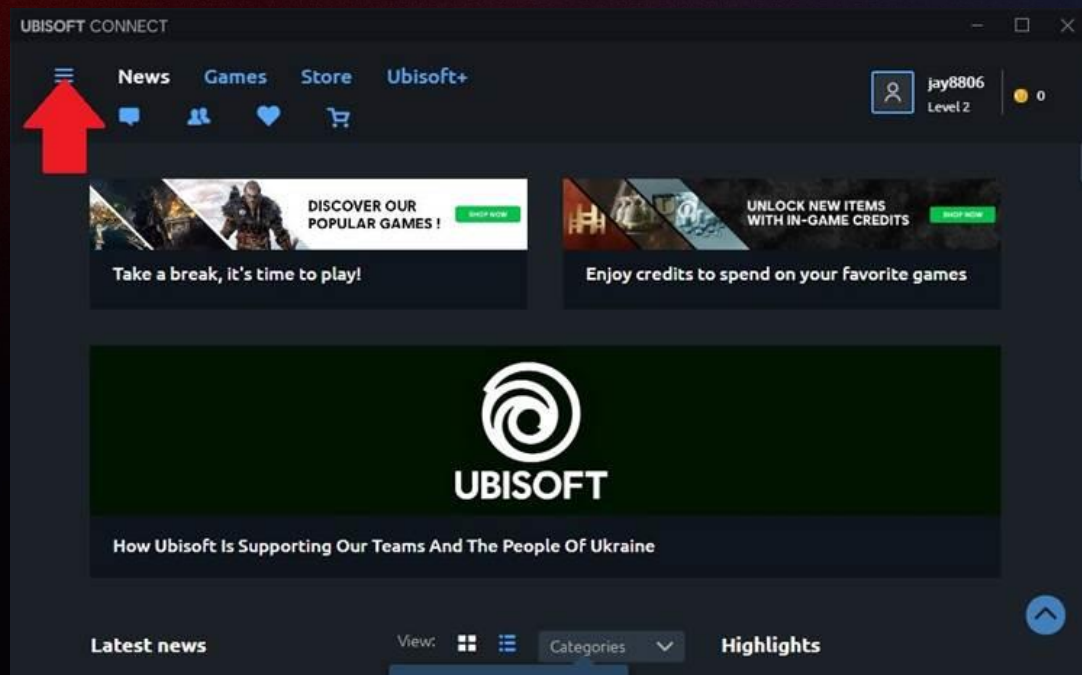
Please visit the link as below and setup the “Ubisoft Connect”.

<https://ubisoftconnect.com/>

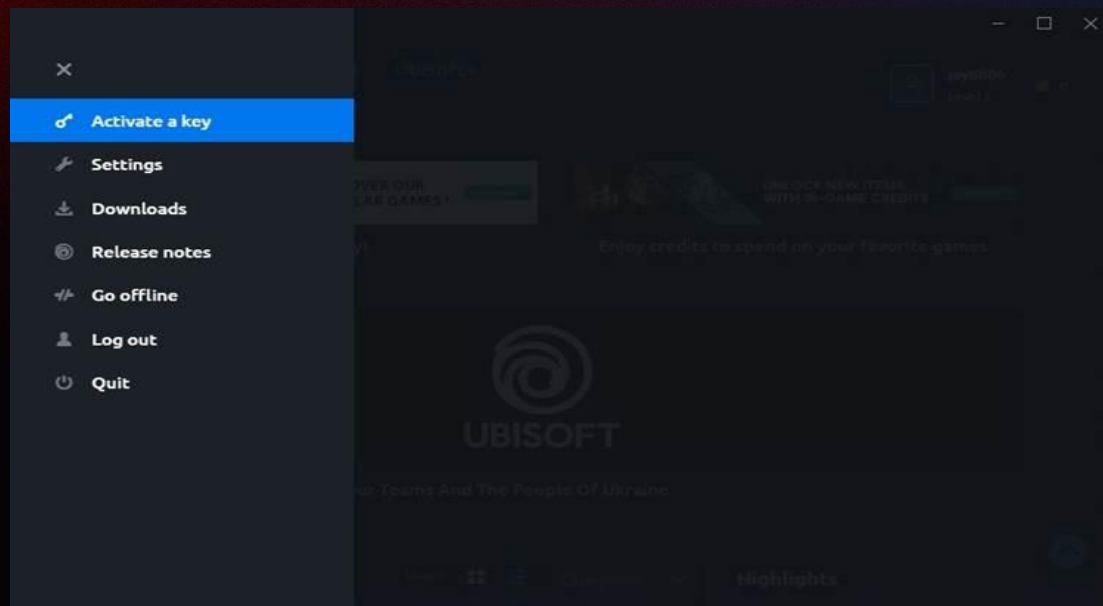


Step10-2:

Then log into Ubisoft Connect and redeem the code.



## Step10-3: Click “Activate a Key”



# Step 10-4:

## Please Enter your Activation code.



UBISOFT CONNECT

— ×

**Activate a key**

Please enter your CD Key or Activation Code here:

ACTIVATION CODE

Activation codes may look like this:  
AAAA-BBBB-CCCC-DDDD  
AAA-BBBB-CCCC-DDDD-EEEE

Reminder: The game will be registered to this account: (jaywu@msi.com). This cannot be changed once the activation is complete, so please make sure you're signed in to the correct account.

Cancel    [Ubisoft Support](#)

Activate



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 - up to 14 working days to be verified after you provide the proof. If the claim was incomplete and need to provide more proof which will take another 7-14 working days.

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/>





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