



# EYE Love Cinema

Redemption Process

A decorative wavy line in shades of purple, blue, and orange flows across the bottom of the slide.

*Create Your Moments*



1. First step: register your product
2. Second step: redeem eligible promotion
3. Check your redemption status
4. How to re-upload requested documents?
5. How to get the prize?
6. FAQ



First step:  
Register your product

 ~~$24 + 2 =$~~

# Step 2 : Go to product registration page



PRODUCTS

ODM SOLUTIONS

COMMUNITY

WHAT'S NEW

SUPPORT

My Products

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

Register New Product

Account Overview

Membership

Reward Program

Shout Out

Promotions

Product

**My Products**

Product Registration

Appointment Service

# Step 3 : Register a new product

A screenshot of the MSI website's 'My Products' page. The top navigation bar includes the MSI logo and links for PRODUCTS, ODM SOLUTIONS, COMMUNITY, WHAT'S NEW, and SUPPORT. On the right of the navigation bar are icons for user profile, refresh, location, and search. The left sidebar contains a user profile icon and a list of menu items: Account Overview, Membership, Reward Program, Shout Out, Promotions, Product (highlighted with a red vertical bar), My Products, Product Registration, Appointment Service, and 預約查詢. The main content area is titled 'My Products' and features a table with columns: Category, Product Name / Serial Number, Purchase Date, and Warranty Period. Below the table, a red button with a plus icon and the text 'Register New Product' is highlighted with a red rectangular border.

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Account Overview

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**Product**

My Products

Product Registration

Appointment Service

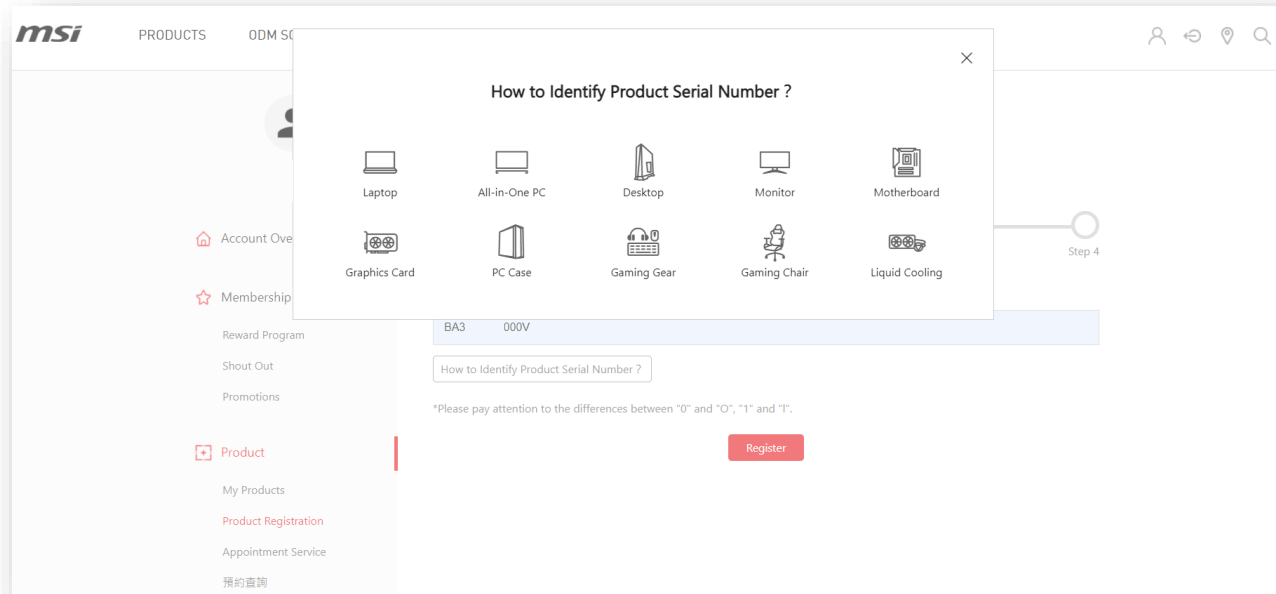
預約查詢

### My Products

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

**Register New Product**

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



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



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## 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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預約查詢

Support

Web Ticket

## Product Registration

Step 1

Step 2

Step 3

Step 4

Product Type \*  
Monitor

Product Name \*  
Optix G27C4

Model \*  
9S6-3CA91T-003

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 invoice 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”





Account Overview

Membership

Reward Program (OL)

Reward Program

Shout Out

Promotions

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My Products

Product Registration

Online Store

Support


Web Ticket

Ticket History


Apply for Service


Repair History


## Promotion Redeem



### EYE Love Cinema

 Promotion Period :  
2022-04-01~2022-06-30

 Activity invoice date :  
2022-04-01~2022-06-30

 Redeem Limit :  
3 for each email



Eligible Products

Eligible Locations

Landing Page

Redeem Guide

### Redeem Products

Purchase Date	Purchased Region / Location	Category	Product Name / Serial Number	Upload
 2022-04-01	Germany		Creator P100A 10SC-284AT-W7 MS 96	<div>6</div> <div>Upload</div>

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



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Login Management

Change Password

Subscribe

Promotion Redeem

EYE Love Cinema

Promotion Period :  
2022-04-01-2022-06-30

Activity Invoice date :  
2022-04-01-2022-06-30

Reward Limit:  
3 for each email

Eligible Products

Eligible Locations

Landing Page

Redeem Guide

Redeem Products

Purchase Date	Purchased Region / Location	Category	Product Name / Serial Number	Upload
2022-04-01	Germany		Modern MD241PW	

Recipient Information

First Name \*

James

Last Name \*

Zipcode \*

Address \*

City

State / Province / Region

Street address

Apartment / Building / Unit / Floor

Contact Number \*


09123456789

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  
Desktop


Product Name  
Modern MD241PW

Serial Number  
MS 6

Purchase Date  
2022-04-01

Purchased Region / Location  
Germany

Proof of purchase  


Product Barcode  


### Recipient Information

First Name \*

Last Name \*

Zipcode \*  
123456

Address \*  
test city  
test state  
test address  
test address2

Contact Number \*  
09123456789

Note

### Captcha

14 + 5 =

[Of format](#)

[Redeem](#) [Cancel](#)

# Example of Uploaded Documents



INVOICE

**amazon.fr**

**FACTURE**

Adresse de facturation:  
[Redacted]

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

Adresse de livraison:  
[Redacted] [Redacted] [Redacted]

Numéro de commande: [Redacted] Numéro de facture: [Redacted]  
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	974,17 €	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

A screenshot of the MSI Customer Service portal. The top navigation bar includes the MSI logo and links for PRODUCTS, ODM SOLUTIONS, COMMUNITY, WHAT'S NEW, and SUPPORT. On the right of the navigation bar are icons for user profile, account, location, and search. The left sidebar contains a red dragon icon and a list of links: Account Overview (with a house icon), Membership (with a star icon), Reward Program, Shout Out, and Promotions. The main content area is titled "Message" and contains a confirmation message from MSI Customer Service. The message states that the request has been successfully sent and is under process, with a 7-14 working day timeline. It also thanks the customer for their patience and advises them to check their inbox, including spam and junk folders. At the bottom of the message area are two red buttons: "Back to Promotion" and "Redeem History".

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[Membership](#)

[Reward Program](#)

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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





Dragon mascot logo

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
2022-04-01	EYE Love Cinema	Modern MD241PW	Redeem qualification under reviewing



How to re-upload  
requested documents?



# Failure redemption step 1:

## If you received the notification 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>

click the link

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

Reasons for fail redemption


Sincerely,

MSI customer service

# Failure redemption step 2:

## Then go to “Promotions”, and click “Redeem Again”



 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
-------------	----------------	------------------------------	--------

2022-04-01

EYE  
Love  
Cinema

Modern MD241PW

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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**Promotion Redeem Ask again**

**Redeem Products**

Purchase Date	Purchased Region / Location	Category	Product Name / Serial Number	Upload
2021-06-21	Germany		Modem MD241P 0 8	<input type="button" value="Upload"/>

**Recipient Information**

First Name \*

Last Name \*

Zipcode \*

Address \*

test city test state

test address, test address2, test address2

test address2

Contact Number \*

09123456789


Note





**Captcha**


27 + 5 =


# Redeem Complete




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 Account Overview

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Promotions

## 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 you success mail



\*Physical Prize will be delivered within 8 -12 weeks after your redemption got approved



no-reply@msi-mail.com

[No Reply] MSI Promotion - Light Up Your Day- Notice

**msi**



Dear Customer,

Your application has been approved, gifts will be sent at the specified time, please check promotion terms and condition for more details.


Sincerely,





MSI customer service


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



\*Physical Prize will be delivered within 8 -12 weeks after your redemption got approved

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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 D 8	Redeem Success
2022-04-01	EYE Love Cinema	Modern MD241PW	Redeem Success



# 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.
- \*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.



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