



Sleek. Silent. Sensational.

Redemption Process

MADE FOR GAMERS & CREATORS





First step:
Register your Product

Step 1 : Register/Login to MSI Member Center



msi PRODUCTS ODM SOLUTIONS COMMUNITY 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 * 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 =~~

Step 2 : Go to product registration page



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Account Overview Membership Reward Program Shout Out Promotions **Product** My Products Product Registration Appointment Service

My Products

Category	Product Name / Serial Number	Purchase Date	Warranty Period
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[Register New Product](#)

Step 3 : register a new product



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Account Overview
Membership
Reward Program
Shout Out
Promotions
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



The screenshot shows the MSI website interface. A modal window titled "How to Identify Product Serial Number?" is open, displaying icons for various product categories: Laptop, All-in-One PC, Desktop, Monitor, Motherboard, Graphics Card, PC Case, Gaming Gear, Gaming Chair, and Liquid Cooling. Below the modal, the serial number "BA3T01946000V" is visible, along with a search bar containing the modal title and a "Register" button. A progress indicator shows "Step 4".

This screenshot shows a product registration page. It features a "Back" button and a photo of a product. A red arrow points from the text "S/N number" to a label on the product photo. The label contains the serial number "BA3T01946000V" and a QR code. A progress indicator shows "Step 4".

Step 5-1 : Fill in S/N number



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SUPPORT



Account Overview

Membership

Reward Program

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 5-2 : Fill in CHK number



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SUPPORT



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 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 *

Store Name *

Purchase Date *

Where did you purchase the product *

Retail store Online retailer Reseller

Invoice Upload *

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 =~~

 **Don't forget to upload the invoice!**



Second step:
Redeem eligible promotion

Step 6-1 : Go to "Promotions" and click redeem

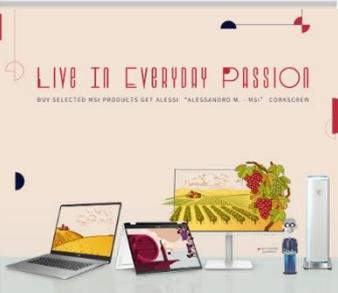




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Promotions

All Promotions Redeem History

 <p>Sleek. Silent. Sensational.</p> <p>2022-06-15~2022-07-31</p> <p>Liquid Cooling</p> <p>Redeem ></p>	 <p>Live in Everyday Passion</p> <p>2021-07-01~2021-09-30</p> <p>Laptop</p> <p>Redeem ></p>	 <p>Back to Modern</p> <p>2021-06-17~2021-07-18</p> <p>Monitor</p> <p>Redeem ></p>
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- Account Overview
- Membership
 - Reward Program
 - SHOUT OUT
 - Promotions**
- Product
 - My Products
 - Product Registration
- Support
 - Web Ticket

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



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jamie
jamie@msi.com

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

Promotion Redeem

Sleek. Silent. Sensational.

Promotion Period:
2022-06-15-2022-07-31

Activity Period Start:
2022-06-15-2022-07-31

Redem Unit:
3 for each email

[Upload Product](#) [Upload Location](#) [Landing Page](#) [Redeem Guide](#)

Redeem Products

Purchase Date	Purchased Region / Location	Category	Product Name / Serial Number	Upload
<input type="radio"/>	2022-06-20	United Kingdom	MSI CONSOLE S3E E96-091UM7B	<input type="button" value="Upload"/>

Recipient Information

First Name*
jamie

Last Name*

Zip code*

Address*

City State / Province / Region

Street address

Apartment / Building / Unit / Floor

Contact Number*
08123456789

Note

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





Promotion Redeem Confirm

- Account Overview
- Membership**
 - Reward Program (DU)
 - 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

Redeem Products

Product Type

Product Name

Serial Number
MS

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

None

Captcha

74 + 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: 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 €

Product S/N

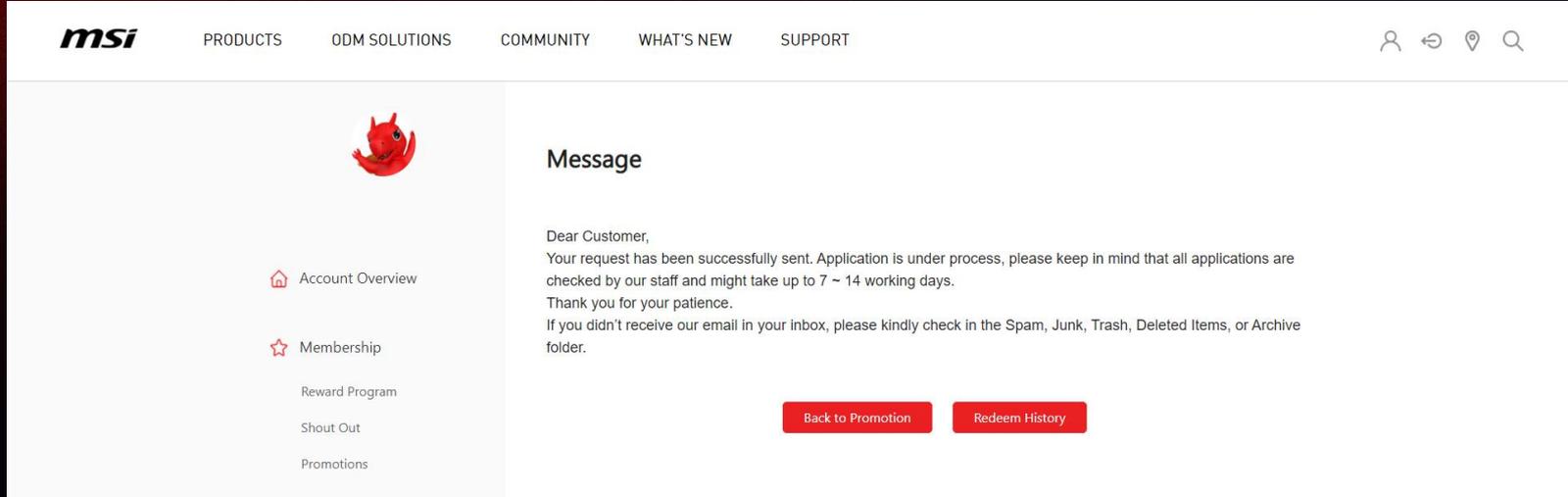
Liquid Cooling



*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



The screenshot shows the MSI website's customer service interface. At the top, there is a navigation bar with the MSI logo and links for PRODUCTS, ODM SOLUTIONS, COMMUNITY, WHAT'S NEW, and SUPPORT. On the right side of the navigation bar are icons for user profile, home, location, and search. Below the navigation bar, on the left, is a sidebar menu with a red dragon profile picture and several menu items: 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 message from MSI Customer Service. The message text reads: "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." At the bottom of the message area, there are two red buttons: "Back to Promotion" and "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



Promotions

All Promotions Redeem History

Redeem Date	Promotion Name	Product Name / Serial Number	Status
2022-06-25	Sleek. Silent. Sensational.	MEG CORELIQUID S360	Redeem qualification under reviewing

Account Overview

Membership

- Reward Program (OL)
- Reward Program
- Shout Out
- Promotions



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>

click the link

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

Reasons for fail redemption

Sincerely,

MSI customer service

Fail redemption step 2: Then go to My Product: click relative promotion



Promotions

All Promotions

Redeem History

 Account Overview

 Membership

Reward Program (OL)

Reward Program

Shout Out

Promotions

Redeem Date	Promotion Name	Product Name / Serial Number	Status
2022-06-25	Sleek. Silent. Sensational.	MEG CORELIQUID S360	Please provide the invoice with your product name on it, thanks. <input type="button" value="Redeem Again"/>

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



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Account Overview
Membership
Reward Program (OI)
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 Ask again

Redeem Products

Purchase Date	Purchased Region / Location	Category	Product Name / Serial Number	Upload
2022-06-25			MEG CORELIQUID S360	<input type="button" value="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 =~~

Redeem Complete



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PRODUCTS

ODM SOLUTIONS

COMMUNITY

WHAT'S NEW

SUPPORT



 Account Overview

 Membership

Reward Program

Shout Out

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 your prize via your mailbox



[No Reply] MSI Redeem Notice - Success

no-reply <no-reply@msi-mail.com>
資訊 我



Congratulation on the purchase of your MSI® product!

Your **Sleek, Silent, Sensational, steam code** activation code is



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

How to activate **Sleek, Silent, Sensational, 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



Promotions

All Promotions

Redeem History

Redeem Date	Promotion Name	Product Name / Serial Number	Status
2022-04-25	Sleek. Silent. Sensational.	MEG CORELIQUID S360	Redeem success

- Account Overview
- Membership
- Reward Program (OL)
- Reward Program
- Shout Out
- Promotions



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.



MADE FOR GAMERS & CREATORS

