



SPRING is COMING

Redemption Process

MADE FOR GAMERS & CREATORS





First step:
Register your Product

Step 1 : Register/Login to MSI Member Center



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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's 'Product Registration' page. A modal window titled 'How to Identify Product Serial Number?' is open, displaying ten product categories with icons: 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 entered in a text field. A 'Register' button is visible. A progress indicator shows 'Step 4'.

This screenshot shows a close-up of a product label on a device. A red arrow points from the text 'S/N number' to the label, which contains the serial number 'BA3T01946000V'. A 'Back' button is visible below the label. The background shows the same website interface as the previous screenshot.

Step 5-1 : Fill in S/N number



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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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Account Overview

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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



Promotions

All Promotions

Redeem History

Account Overview

Membership

Reward Program

SHOUT OUT

Promotions

Product

My Products

Product Registration

Support

Web Ticket



Spring is Coming

2024-XX-XX~2024-XX-XX

Graphics Card

[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: 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 (CL)
 - Reward Program
 - Shout Out
 - PhoneOne
- Product
 - My Products
 - Product Registration
 - Online Store
- Support
 - Web Ticket
 - Ticket History
 - Apply for Service
 - Repair History
 - User Chat
- Account
 - My Profile
 - Login Management
 - Change Password
 - Subscribe

Promotion Redeem



Spring is Coming


Promotion Period:
2024-01-01 ~ 2024-01-01

Activity/Redeem Limit:
2024-01-01 ~ 2024-01-01

Redeem Limit:
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"/>	2023-01-01	Germany	 MSI GEFORCE RTX 4080 16G GAMING X TRIO (G4080TR3)	<input type="button" value="Upload"/>

Recipient information

First Name *

Last Name *

Zip code *

Address *

City State / Province / Region

Street address


Apartment / Building / Unit / Floor

Contact Number *

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
[Check File](#)

Product Barcode



Recipient Information

First Name *

Last Name *

Zipcode *
123456

Address *
test city
test state
test address
test address2

Contact Number *
09123456789

Note

Captcha

74 + 5 =

[Reformat](#)

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 (inclus TVA)
1	MSI GEFORCE RTX 4060 TI 16G GAMING X TRIO	874,17 €	20 %	1049,00 €	1049,00 €
1	MSI Z7* LED - Optix MAG27CQ	350,75 €	20 %	420,90 €	420,90 €
TOTAL:					1469,90 €

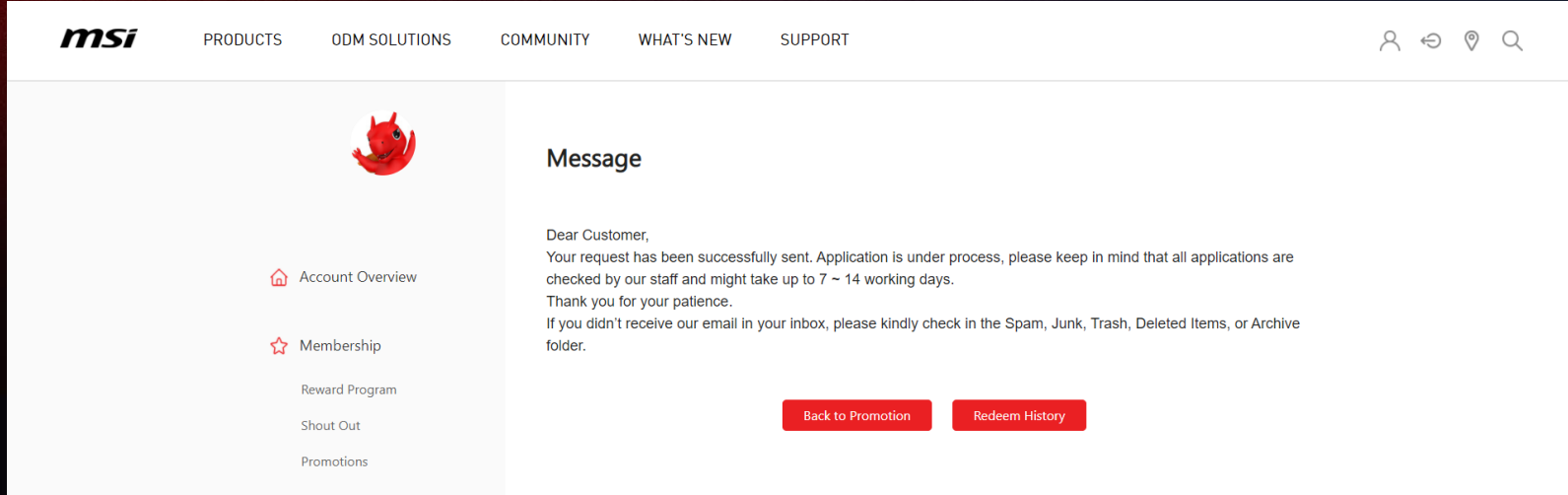
Product S/N
Graphics Card




*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 website. The top navigation bar includes the MSI logo, menu items for PRODUCTS, ODM SOLUTIONS, COMMUNITY, WHAT'S NEW, and SUPPORT, and utility icons for user profile, refresh, location, and search. The main content area is titled "Message" and contains a message from MSI. On the left, there is a sidebar with a red dragon profile picture and a list of account management options: Account Overview, Membership, Reward Program, Shout Out, and Promotions. At the bottom of the message, there are two red buttons: "Back to Promotion" and "Redeem History".



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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](#)

-  Account Overview
-  Membership
 - Reward Program
 - Shout Out
 - Promotions

*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

 Account Overview

 Membership

Reward Program (OL)

Reward Program

Shout Out

Promotions

Redeem Date	Promotion Name	Product Name / Serial Number	Status
2024-XX-XX	Spring is COMING	MSI GEFORCE RTX 4060Ti 16G GAMING X TRIO	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://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



The screenshot shows the MSI account interface. On the left is a sidebar with navigation options: Account Overview, Membership (highlighted with a red vertical bar), Reward Program (OL), Reward Program, Shout Out, and Promotions. The main content area is titled 'Promotions' and has two tabs: 'All Promotions' and 'Redeem History' (which is active). Below the tabs is a table with the following data:

Redeem Date	Promotion Name	Product Name / Serial Number	Status
2024-XX-XX	Spring is COMING	MSI GEFORCE RTX 4060Ti 16G GAMING X TRIO	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
2024-XX-XX			MSI GEFORCE RTX 4060TI 16G GAMING X TRIO	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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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>
寄件人



Congratulation on the purchase of your MSI® product!

Your **Promotion steam code** activation code is

Steam code



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

How to activate Your **Promotion steam code**?

To activate your game code, please refer to <https://www.game.co.uk/en/gifts-and-gadgets/pc-and-stream-cards/steam-cards/>

Agree to the Event Terms and Conditions to complete product registration and await MSI review. If MSI determines You meet all eligibility criteria, the game code(s) (see below) will be sent to Your registered email address. Verification may take up to **14** business days.



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