FAQs

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

*Any more question feel free to ask in https://register.msi.com/