



# Dying Light 2 Game Bundle 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
<a href="#">+ Register New Product</a>			

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



The screenshot shows the MSI website's product registration interface. 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 search button labeled "How to Identify Product Serial Number ?" is positioned below the text field. A red "Register" button is located at the bottom right of the page. The left sidebar contains navigation options: Account Overview, Membership, Reward Program, Shout Out, Promotions, Product (highlighted), My Products, Product Registration, Appointment Service, and 預約查詢. The top navigation bar includes "msi", "PRODUCTS", "ODM S...", and utility icons for user profile, home, location, and search. A "Step 4" indicator is visible on the right side of the page.

# 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



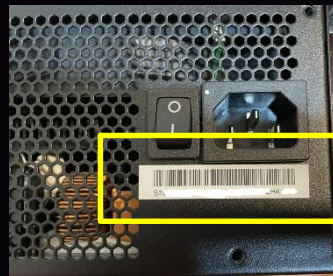
## Case



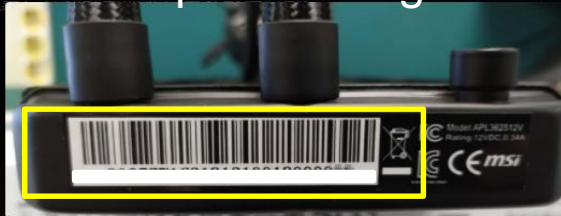
## Chair



## PSU



## Liquid Cooling



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



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WHAT'S NEW

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 5-3 : 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 5-4 : 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 \*

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:  
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



### Dying Light 2 Game Bundle

2022-02-04~2022-03-07

- 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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Promotion Redeem

**Dying Light 2 Game Bundle**

Promotion Period: 2022-02-04-2022-03-07  
Activity/expiration date: 2022-02-04-2022-03-07  
Maximum 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
2022-02-10			Optix MAG274QRF-GD	<input type="button" value="Upload"/>

**Recipient Information**

First Name\*

Last Name\*

Zipcode\*

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

### 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 \*  
09123456789

None

Captcha

74 + 5 =

# 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:

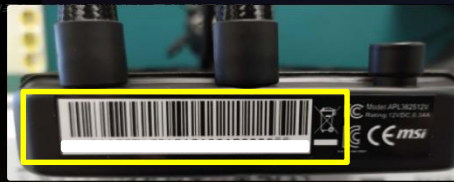
Numéro de commande: Numéro de facture: Date de la commande: 11/10/2019 Date de la facture/Date de la provision: 11/10/2019

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

Monitor



Liquid Cooling



Motherboard

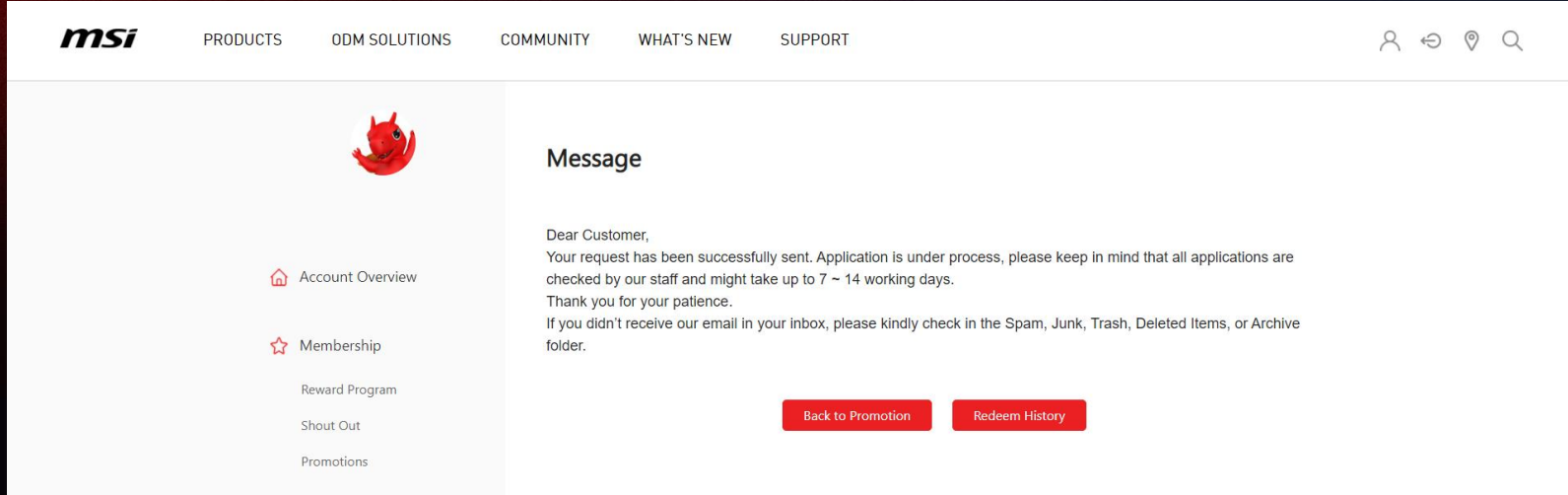


\*\*\*You could check P7-8 for reference

\*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



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. The main content area is divided into a left sidebar and a main message area. The sidebar contains a red dragon profile picture and a list of menu items: Account Overview (with a house icon), Membership (with a star icon), Reward Program, Shout Out, and Promotions. The main message area has a heading "Message" and the following text: "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

Account Overview

Membership

Reward Program (OL)

Reward Program

Shout Out

Promotions

Redeem Date	Promotion Name	Product Name / Serial Number	Status
2022-02-10	Dying Light 2 Game Bundle	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




## 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
2022-02-10	Dying Light 2 Game Bundle	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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Account Overview  
Membership  
Reward Program (CI)  
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
2022-02-04			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



PRODUCTS

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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>  
查看详情



Congratulation on the purchase of your MSI® product!

Your **Dying Light 2 Standard Edition PC Digital Game Key** activation code is

**Dying Light 2 Standard Edition PC Digital Game Key**



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

How to activate **Dying Light 2 Standard Edition PC Digital Game Key**

To activate your game code, please refer to <https://store.steampowered.com/accounts/redeememailcode>

Thank you!

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



**msi** PRODUCTS ODM SOLUTIONS COMMUNITY WHAT'S NEW SUPPORT

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	Dying Light 2 Game Bundle	Optix MAG274QRF-QD	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 - 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.



MADE FOR GAMERS & CREATORS

