



Go Forward and Upgrade

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 displayed in a light blue box. A search bar contains the text "How to Identify Product Serial Number?". Below the search bar, a note reads: "*Please pay attention to the differences between '0' and 'O', '1' and 'l'." A red "Register" button is visible. The left sidebar shows 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", and "ODM SC".

This screenshot shows a product registration page. A photo of a device is displayed, with a red box highlighting a label that contains the S/N number. A red arrow points from the text "S/N number" to the highlighted label. Below the photo is a "Back" button. The left sidebar shows navigation options: 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", and "ODM SC".

Step 5-1 : Fill in S/N number



msi

PRODUCTS

ODM SOLUTIONS

COMMUNITY

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 5-2 : Fill in CHK number



ODM SOLUTIONS COMMUNITY WHAT'S NEW 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








MSI

Promotions

All Promotions Redeem History

 <p>Go Forward and Upgrade</p> <p>2022-04-25~2022-05-31</p> <p>Motherboard, Liquid Cooling, Power Supply, PC Case, Chair</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
jamies@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




Christmas Deals

- Promotion Period: 2022-04-25-2022-05-31
- Activity Period Start: 2022-04-25-2022-05-31
- Redem Unit: 2 for each email

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

Redeem Products

Purchase Date	Purchased Region / Location	Category	Product Name / Serial Number	Upload
<input type="radio"/>	2022-04-25	Korea	 MEG Z890 ACE E96-0R1-EM735	<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

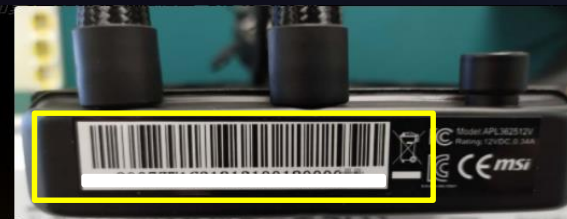
Date	Description de l'article	Prix Unitaire (hors TVA)	Taux TVA%	Prix Unitaire (inclus TVA)	Prix Total (inclus TVA)
1	MSI Trident 3 Arctic BRD-002US	874,17 €	20 %	1049,00 €	1049,00 €
1	MSI 27" LED - Optix MAG27CQ	350,75 €	20 %	420,90 €	420,90 €
TOTAL:					1469,90 €

Product S/N

Motherboard



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)

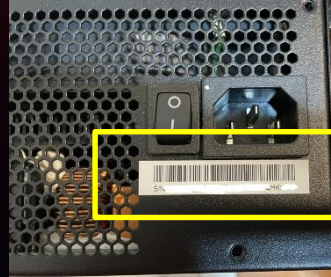
Step 5-1 : Click on the Product to Learn How to Identify the S/N number and CHK number



Case



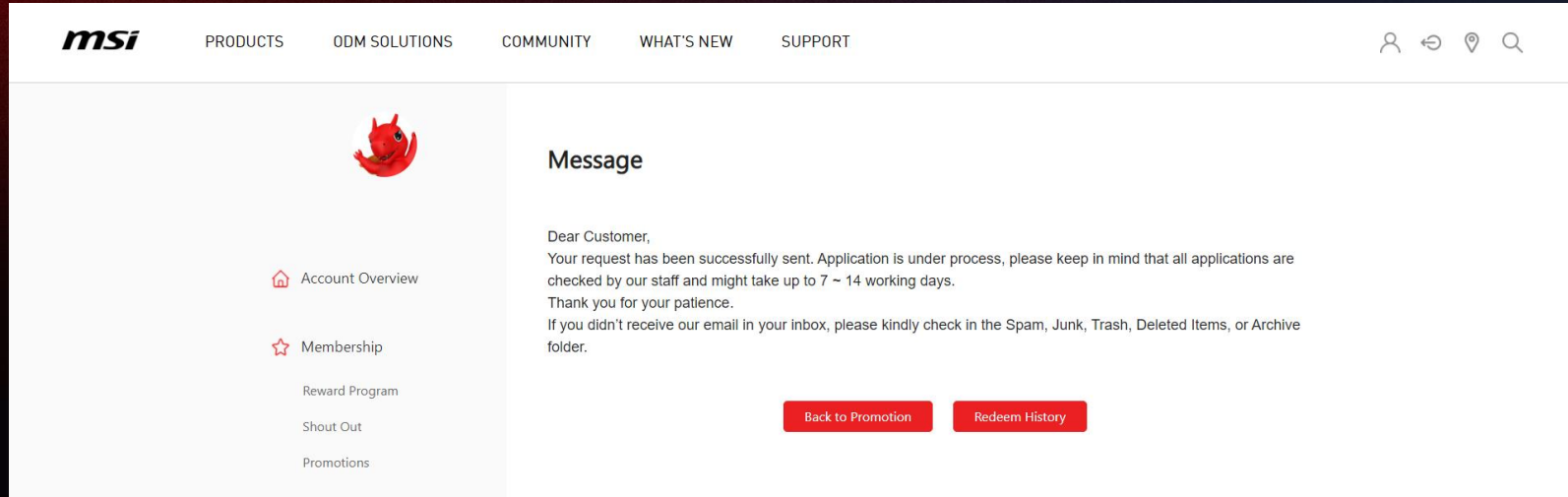
PSU



Chair




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, refresh, 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".

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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



 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
2022-04-25	Go Forward and Upgrade	MEG Z690 ACE	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>

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
2022-04-25	Go Forward and Upgrade	MEG Z690 ACE	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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Account Overview
Membership
Product
Support
Account

Promotion Redeem Ask again

Redeem Products

Purchase Date	Purchased Region / Location	Category	Product Name / Serial Number	Upload
2022-04-25			MEG 2890 ACE	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

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>
寄件者



Congratulation on the purchase of your MSI® product!

Your **Go Forward and Upgrade steam code** activation code is

Steam code



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

How to activate [Go Forward and Upgrade 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



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
2022-04-25	Go Forward and Upgrade	MEG Z690 ACE	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.

*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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