

msi

Double your Spring Delight
Redemption Process

AIERA
OF COMPUTING

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First step: Register your Product

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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 =~~ Reformat

Sign Up Cancel

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

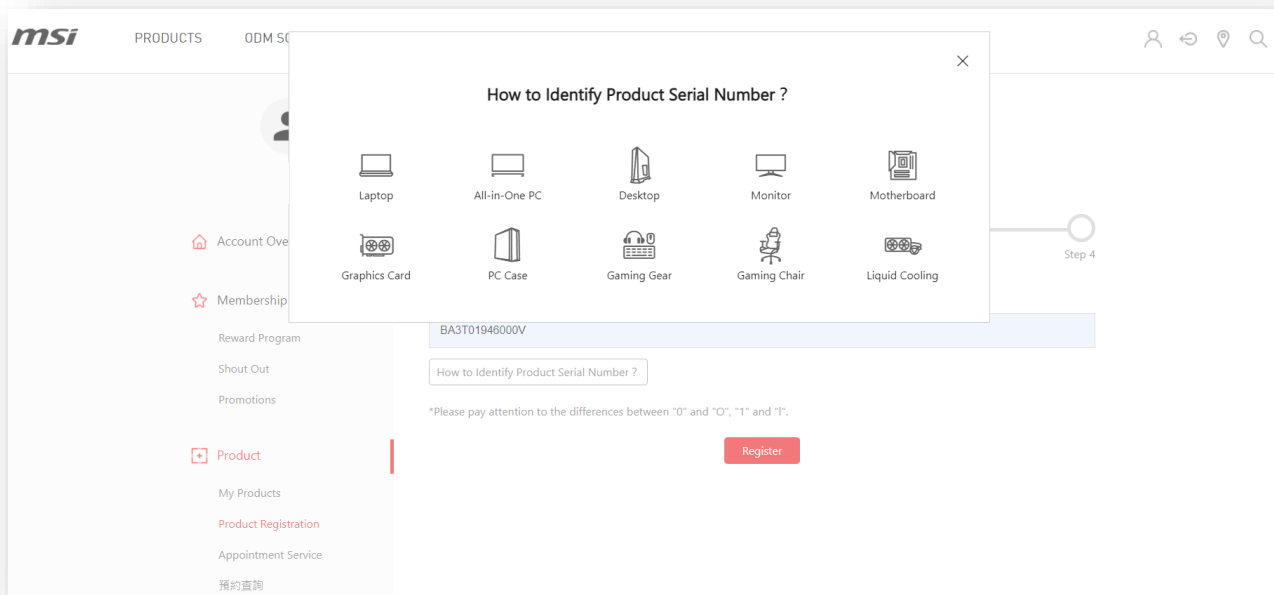
The screenshot shows the MSI user account interface. At the top, there is a navigation bar with the MSI logo and menu items: PRODUCTS, ODM SOLUTIONS, COMMUNITY, WHAT'S NEW, and SUPPORT. On the right side of the navigation bar are icons for user profile, home, location, and search.

The main content area is titled "My Products" and features a table with the following columns: Category, Product Name / Serial Number, Purchase Date, and Warranty Period. Below the table, a red-bordered button labeled "Register New Product" is prominently displayed.

On the left side, there is a sidebar menu with the following items:

- Account Overview
- Membership
 - Reward Program
 - Shout Out
 - Promotions
- Product
 - My Products**
 - Product Registration
 - Appointment Service
 - 預約查詢

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



Step 5-1 : Fill in S/N number



PRODUCTS

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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

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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)

Account Overview

Membership

- Reward Program
- Shout Out
- Promotions

Product

- My Products
- Product Registration
- Appointment Service
- 預約查詢

Support

- Web Ticket

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 *

Select

Store Name *

Select

Purchase Date *

Where did you purchase the product *

Retail store Online retailer Reseller

Invoice Upload *

未選擇任何檔案

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 =~~

Captcha

Next

Don't forget to upload the invoice!



Second step: Redeem eligible promotion

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Step 6-1 : Go to “Promotions” and click Redeem

Step 6-2 : Choose the option you meet its criteria

✕

Please choose an option

Regular Customer

New Customer

Step 7-1 (Regular Customer): Upload product S/N photo/Invoice and click checkbox, fill in the required information and click Next

Promotion Redeem

Regular Customer

Promotion Period: 2024-04-01~2024-06-30

Activity Invoice date: 2024-04-01~2024-06-30

Redeem Limit: 1/per member

Usage Limit: 1000

Please see the limited quantities. Promotions items will all please get redeemed.

Eligible Products | Eligible Locations | Landing Page | Redeem Guide

Redeem Products

	Purchase Date	Purchase Region / Location	Category	Product Name / Serial Number	Upload
<input checked="" type="checkbox"/>	2023-11-22	United States		G27CQ4 E2 CM07260100479	<input type="checkbox"/> Upload
<input type="checkbox"/>	2023-11-07	United States		G271QRFW CC34322507131	<input type="checkbox"/> Upload
<input type="checkbox"/>	2023-11-03	United States		G271QRFW CC34322506807	<input type="checkbox"/> Upload

Recipient / Contact Information

First Name*

Step 7-1 (New Customer): Upload product S/N photo/Invoice and click checkbox, fill in the required information and click Next

Account Overview

Product

My Products

Product Registration

Activate MS Cam-Kit

Membership

Reward Program

MSOUT CLUB

Points/Redeem

Support

Web Ticket

Ticket History

Apply for Service

Service History

User Chat

Account


My Profile

Login Management

Change Password

Subscribe

Promotion Redeem



Spring Delight

BUY SELECTED MONITORS GET MSI ERGO FLEX

New Customer

- Promotion Period: 2024-04-01~2024-06-30
- Activity Invoice date: 2024-04-01~2024-06-30
- Redeem Limit: 1/per member
- Apply Limit: 1000

Please see the limited quantities. Promotions items will all please get redeemed.

Eligible Products | Eligible Locations | Landing Page | Redeem Guide

Redeem Products

Purchase Date	Purchase Region / Location	Category	Product Name / Serial Number	Upload
<input checked="" type="checkbox"/> 2023-11-22	United States		G27CQ4 E2 CM07260100479	<input checked="" type="checkbox"/> Upload
<input checked="" type="checkbox"/> 2023-11-07	United States		G271QRFW CC34322507131	<input checked="" type="checkbox"/> Upload
<input type="checkbox"/> 2023-11-03	United States		G271QRFW CC34322506807	<input type="checkbox"/> Upload

Recipient / Contact Information

First Name*

Step 7-2: Check the information you filled, and click “Redeem”

Promotion Redeem Confirm

Redeem Products

Product Type

Product Name

Serial Number
MS 5

Purchase Date

Purchased Region / Location

Proof of purchase

Product Barcode

Recipient Information

First Name *

Last Name *

Zipcode *
123456

Address *

text city
text state
text address
text address2

Contact Number *
09121456789

None

Captcha

74 + 5

Captcha

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: 403-805355-29945100 Numéro de facture: EUVINS1-OFS-FR-45648713557
Date de la commande: 11/10/2019 Date de la facture: Date de la provision: 11/10/2019

Qté	Description de l'article	Prix Unitaire (hors TVA)	Taux TVA%	Prix Unitaire (inclus TVA)	Prix Total (inclus TVA)
	MSI Trident 3 Arctic 8RD-002US	87,17 €	20 %	1049,00 €	1049,00 €
	MSI 27" LED - Optix MAG27CQ	36,75 €	20 %	420,90 €	420,90 €
				TOTAL:	1469,90 €

*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


Click on the Product to Learn How to Identify the S/N number and CHK number





Step 7-2: Wait for the feedback from MSI Customer Service



msi [Store](#) [Products](#) [AIoT Solutions](#) [What's New](#) [Community](#) [MSI for Business](#) [Service](#)   



-  [Account Overview](#)
-  [Product](#)
 - [My Products](#)
 - [Product Registration](#)
 - [Activate MSI Care Plus](#)

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.

[Back to Promotion](#) [Redeem History](#)



Check your redemption status

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Step 8: Select “Promotions” to check the review status

- Account Overview
- Product
 - My Products
 - Product Registration
 - Activate MSI Care Plus
- Membership
 - Reward Program
 - SHOUT OUT
 - Promotions**

Promotions

All Promotions

Redeem History

Redeem Date	Promotion Name	Product Name / Serial Number	Status
2024-03-15	Double Your Spring Delight	G2722 AB5T111111111 MPG ARTYMIS 273CQRDE AB5T111111112	Redeem qualification under reviewing



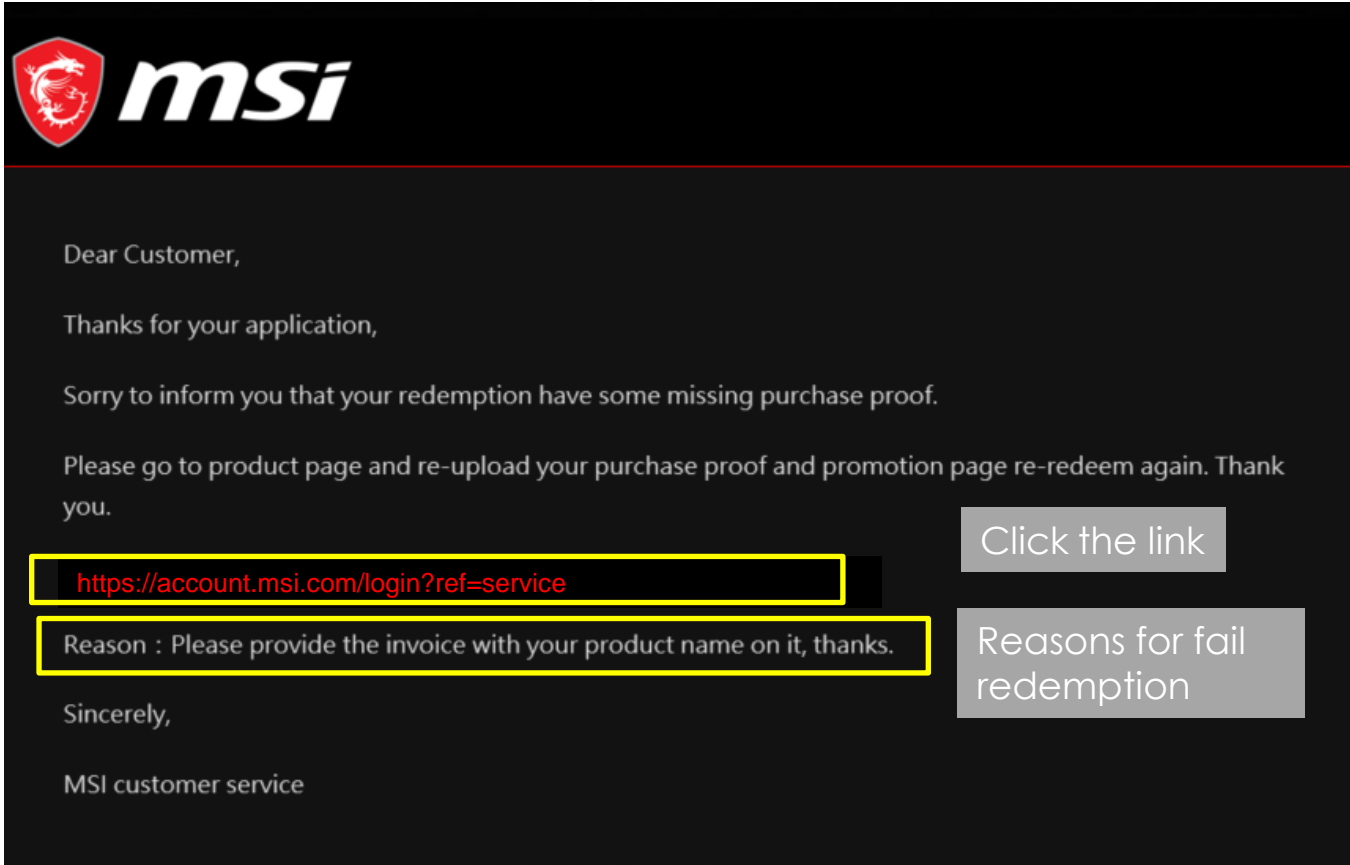
How to re-upload requested documents?

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Failure redemption step 1:

If receive the notifications in your mailbox



The screenshot shows an email from MSI with a black background and white text. The MSI logo is in the top left. The email body contains a message about a failed redemption due to missing purchase proof. A URL is highlighted in yellow, and a reason for failure is also highlighted in yellow. Two grey callout boxes are present: one pointing to the URL and another pointing to the reason text.



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
2024-03-15	Double Your Spring Delight	G2722 AB5T111111111 MPG ARTYMIS 273CQRDE AB5T111111112	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
2023-11-08	France	Monitor	MAG 274UPF	Upload

Recipient Information

First Name *

Last Name *

Zipcode *

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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- 🏠 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

The MSI logo is displayed in a bold, italicized, white sans-serif font on the left side of the image.The text 'FAQs' is centered in a white, clean sans-serif font. The background behind the text is a dark blue grid of interconnected lines forming a network or molecular structure.The text 'AI ERA' is written in a large, bold, white, blocky sans-serif font, positioned in the lower right area of the image.The text 'OF COMPUTING' is written in a smaller, white, all-caps sans-serif font directly below the 'AI ERA' logo.

FAQs



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

Why am I unable to execute the redemption process in my member center account?

Ensure that you comply with the redemption rules and have selected the correct option.

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:

*Application: 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.

*Physical Prize Delivery: The estimated gift delivery time is approximately 14 days 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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