

msi

SPRING SPECIAL

Redemption Process

MADE FOR GAMERS & CREATORS

NEXT-LEVEL AI PC



msi

First step:
Register your
Product

NEXT-LEVEL AI PC

The background of the advertisement is a dark blue, futuristic digital space. It features a glowing grid pattern that recedes into the distance, creating a sense of depth. In the center-right, there is a stylized human head in profile, facing left. The head is rendered with a smooth, light-colored skin on the front and a glowing, circuit-like structure on the back, representing the brain. The brain area is composed of interconnected nodes and lines, with a bright blue glow emanating from it. The overall aesthetic is high-tech and futuristic.

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



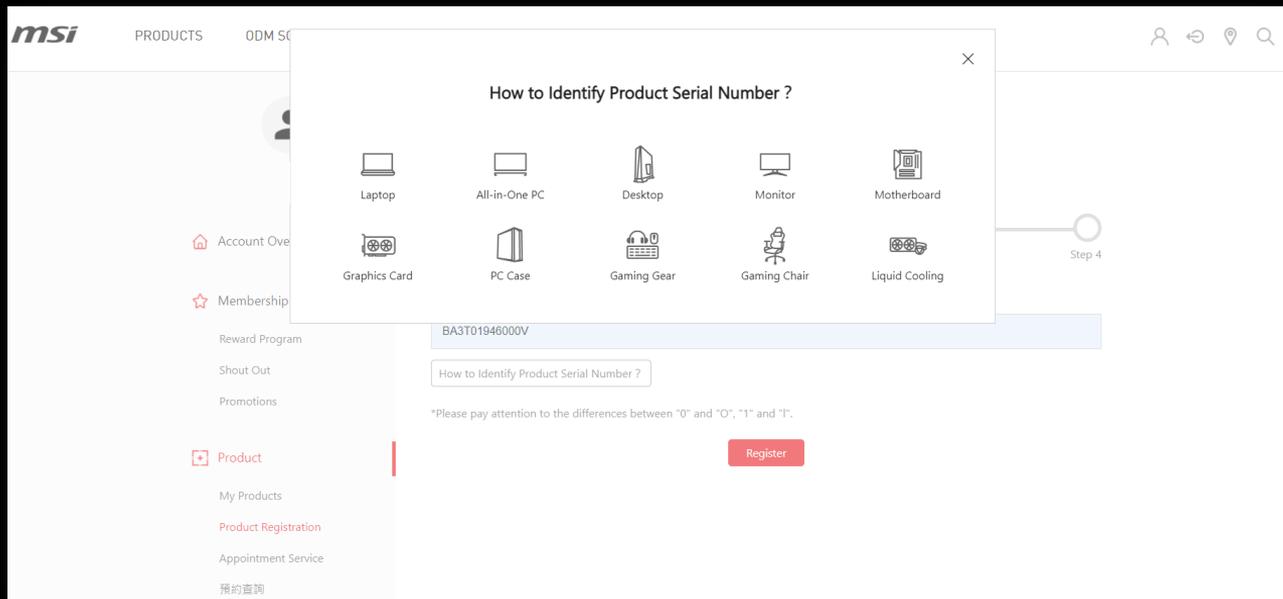
msi PRODUCTS ODM SOLUTIONS COMMUNITY WHAT'S NEW SUPPORT

Account Overview
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Reward Program
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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 *msi*



The screenshot shows the MSI website interface. A modal dialog box 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 dialog, the serial number "BA3T01946000V" is visible in a light blue bar. A search input field contains the text "How to Identify Product Serial Number ?". A red "Register" button is located at the bottom right of the page. The left sidebar shows navigation options like "Account Overview", "Membership", "Reward Program", "Shout Out", "Promotions", "Product", "My Products", "Product Registration", "Appointment Service", and "預約查詢". The top navigation bar includes "msi", "PRODUCTS", and "ODM SOLUTIONS".

HOW TO FIND MY SERIAL NUMBER



[link to video](#)

Step 5-1 : Fill in S/N number



PRODUCTS

ODM SOLUTIONS

COMMUNITY

WHAT'S NEW

SUPPORT



Product Registration

Account Overview

Membership

Reward Program

Shout Out

Promotions

Product

My Products

Product Registration

Appointment Service



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



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 *

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!

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Second step:
Redeem eligible
promotion

NEXT-LEVEL AI PC



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

Promotion Name	Duration	Category	Action
Spring Special	2026-XX-XX~2025-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

msi PRODUCTS OEM SOLUTIONS COMMUNITY WHAT'S NEW SUPPORT

Promotion Redeem

SPRING SPECIAL

Promotion Period: 2028-00-00 ~ 2028-00-00

Activity redeem code: 2028-00-00 ~ 2028-00-00

Redem 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
2025-00-17	Germany		MSI GEFORCE RTX 5080 TI GAMING 1760 OC	<input type="button" value="Upload"/>

Recipient Information

First Name *
jamie

Last Name *

Zipcode *

Address *

City State / Province / Region

Street address

Apartment / Building / Unit / Floor

Contact Number *
08123456789

Note

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

Qté	Description de l'article	Prix Unitaire (hors TVA)	Taux TVA%	Prix Unitaire (inclus TVA)	Prix Total (inclus TVA)
1	MSI GEFORCE RTX 3060Ti SIG GAMING TRIO OC	874,17 €	20 %	1049,00 €	1049,00 €
1	MSI 27" LED - Optix MAG27CQ	350,75 €	20 %	420,90 €	420,90 €
TOTAL:					1469,90 €

HOW TO FIND MY SERIAL NUMBER



[link to video](#)

*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 Customer Service portal. 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 red dragon mascot icon. Below the mascot is a navigation menu with "Account Overview" (selected), "Membership", "Reward Program", "Shout Out", and "Promotions". 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 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.

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Check your redemption
status

NEXT-LEVEL AI PC

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



Promotions

All Promotions Redeem History

Redeem Date	Promotion Name	Product Name / Serial Number	Status
2026-XX-XX	SPRING SPECIAL	MSI GEFORCE RTX 5060Ti 8G GAMING TRIO OC	Redeem qualification under reviewing

- Account Overview
- Membership**
- Reward Program (OL)
- Reward Program
- Shout Out
- Promotions



How to re-upload
requested documents?

NEXT-LEVEL AI PC

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



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
2026-XX-XX	Select your Card	MSI GEFORCE RTX 5060Ti 8G GAMING TRIO OC	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
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
2026-XX-XX			MSI GEFORCE RTX 5060TI 8G GAMING TRIO OC	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](#)

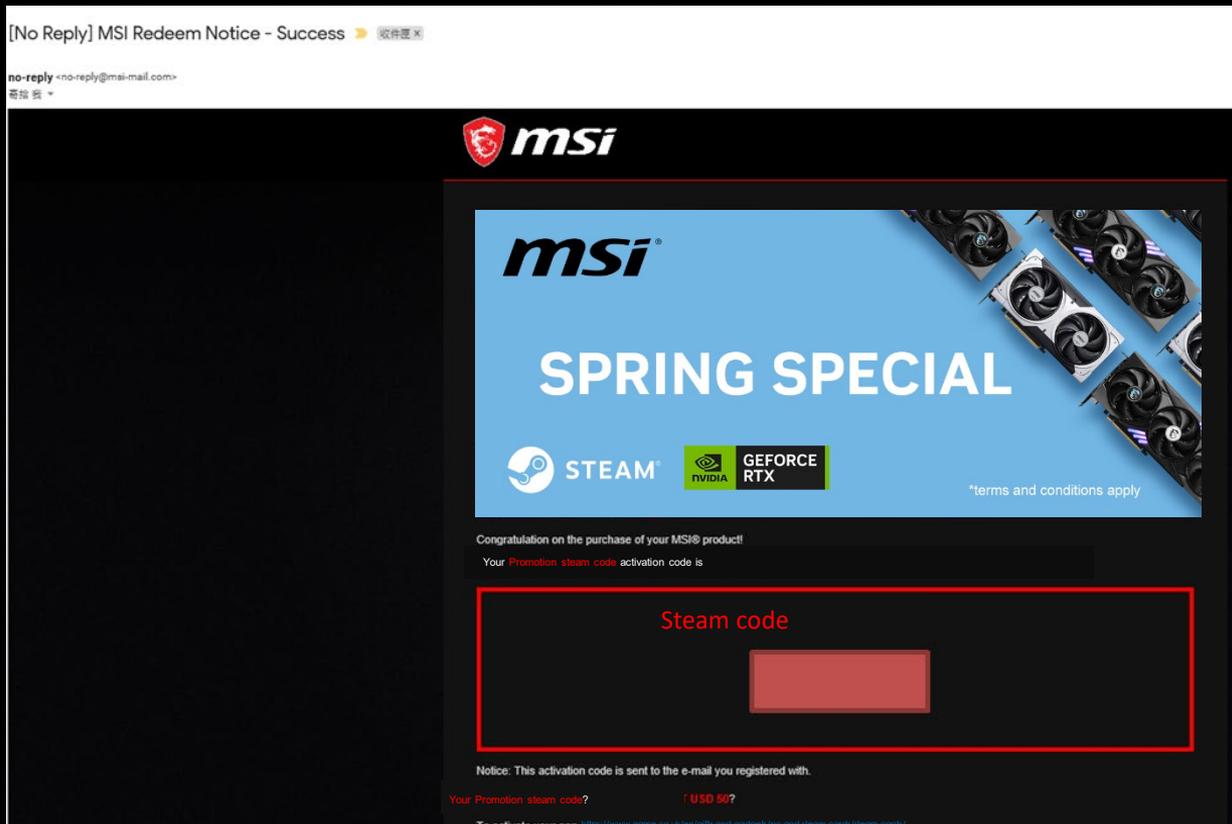
msi

How to get the
prize?



NEXT-LEVEL AI PC

Step 9-1 : Check your prize via your mailbox



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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NEXT-LEVEL AI PC



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AMG
MOTORSPORT



PCR
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