



Live in Everyday Passion

Redemption Process



Create Your Moments



1. First step: register your product
2. Second step: redeem eligible promotion
3. Check your redemption status
4. How to re-upload requested documents?
5. How to get the prize?
6. FAQ








First step:
Register your product


 ~~$24 + 2 =$~~

Step 2 : Go to product registration page



PRODUCTSODM SOLUTIONSCOMMUNITYWHAT'S NEWSUPPORT






Account Overview

Membership

Reward Program

Shout Out

Promotions

Product


My Products

Product Registration

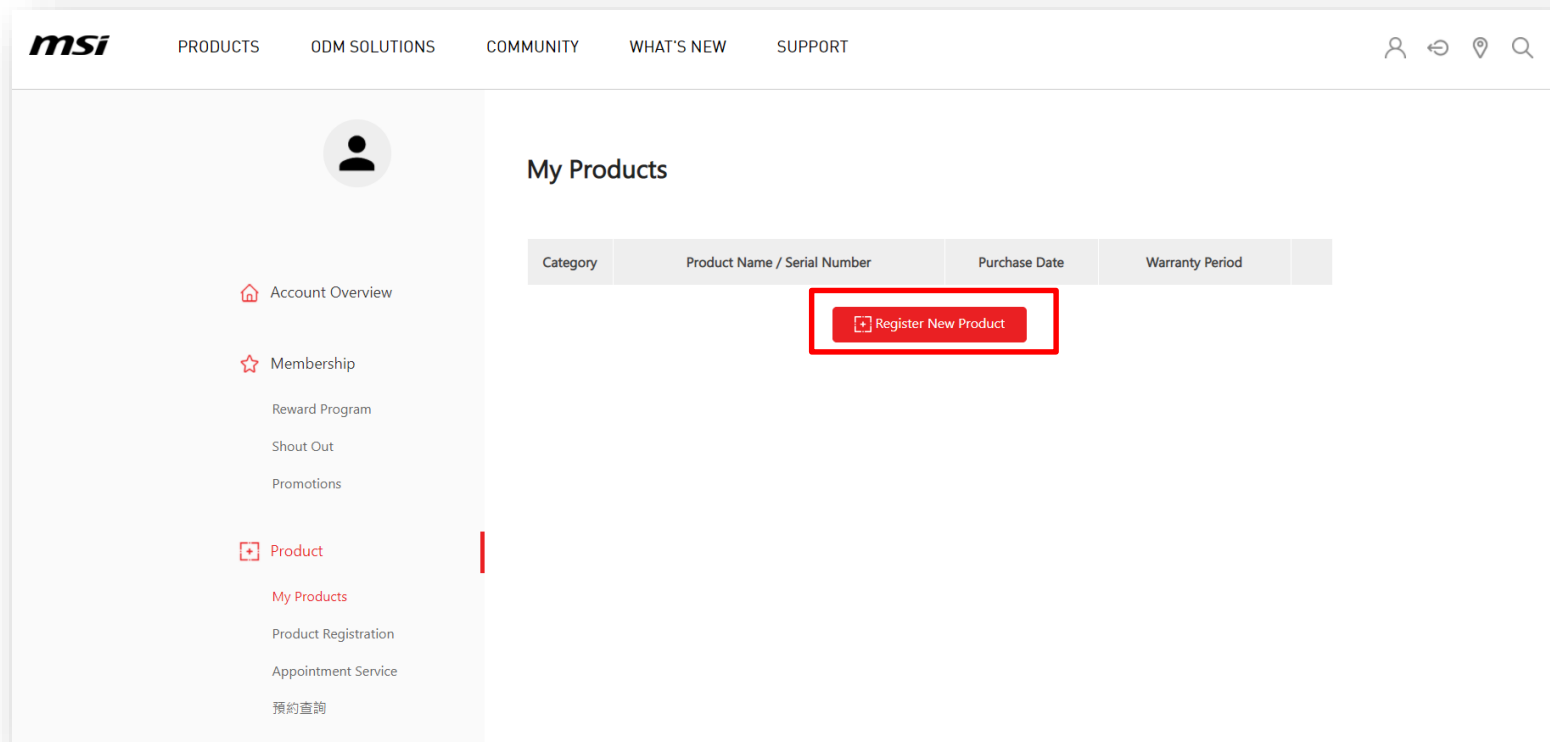
Appointment Service

My Products

Category	Product Name / Serial Number	Purchase Date	Warranty Period
----------	------------------------------	---------------	-----------------

 Register New Product

Step 3 : Register a new product



The screenshot shows the MSI website's 'My Products' page. The top navigation bar includes the MSI logo and links for PRODUCTS, ODM SOLUTIONS, COMMUNITY, WHAT'S NEW, and SUPPORT. On the right of the navigation bar are icons for user profile, refresh, location, and search. The left sidebar contains a user profile icon and a list of menu items: Account Overview, Membership, Reward Program, Shout Out, Promotions, Product (highlighted with a red vertical bar), My Products, Product Registration, Appointment Service, and 預約查詢. The main content area is titled 'My Products' and features a table with columns: Category, Product Name / Serial Number, Purchase Date, and Warranty Period. A red box highlights a '+ Register New Product' button located below the table headers.

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My Products

Category	Product Name / Serial Number	Purchase Date	Warranty Period
----------	------------------------------	---------------	-----------------

+ Register New Product

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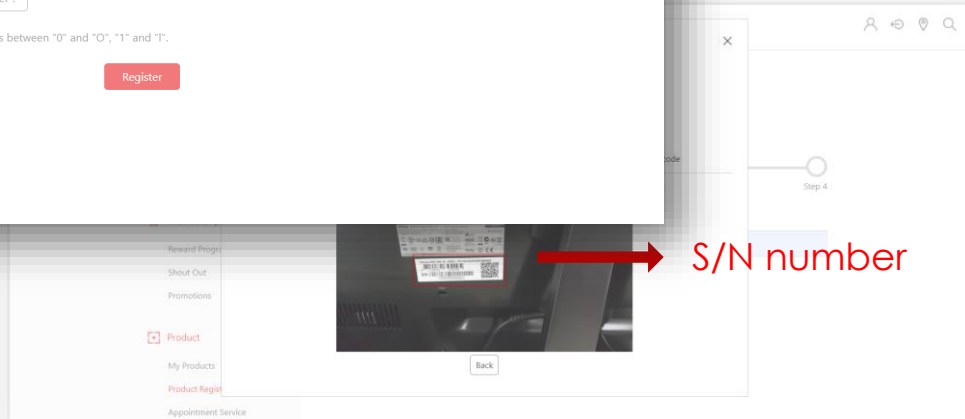
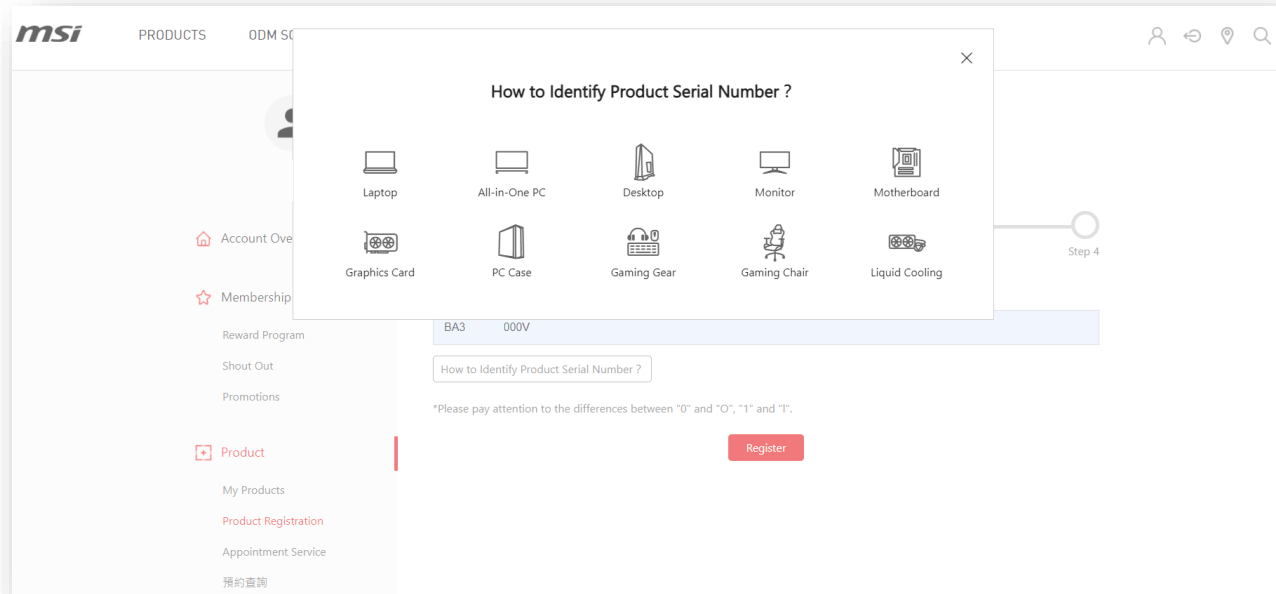
My Products

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 and click Register



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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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預約查詢

Support

Web Ticket

Product Registration

Step 1

Step 2

Step 3

Step 4

Product Type *

Monitor

Product Name *

Optix G27C4

Model *

9S6-3CA91T-003

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 *

選擇檔案


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 =~~

Reformat

Captcha

Next

★ Don't forget to upload the invoice!



Second step:
Redeem eligible promotion

Step 6-1-1: Go to “Promotions” and choose from list



Promotions

All Promotions Redeem History

Live in Everyday Passion
2021-07-01~2021-09-30
☑ Monitor
☑ All-in-One PC
Redeem >

Live in Everyday Passion
2021-07-01~2021-09-30
☑ Laptop ONLY
Redeem >

Back to Modern
2021-06-17~2021-07-18
☑ Monitor
Redeem >

Click this one if your eligible model is Monitor, All-in-One PC, or Desktop

Click this one if your eligible model is laptop

Step 6-1-2: Go to “Promotions” laptop & other products



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[SHOUT OUT](#)

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[Product Registration](#)

[Support](#)

[Web Ticket](#)

[Ticket History](#)

[Apply for Service](#)

[Repair History](#)

[Live Chat](#)

Promotion Redeem



Live in Everyday Passion

Promotion Period :
2021-07-01~2021-09-30

Activity invoice date :
2021-07-01~2021-09-30

Redeem Limit :
1 for each email

Prize Last : 48

Prizes are in limited quantities. Promotion lasts till all prizes get redeemed.

Notice :
Redemption will only considered successful after your redemption is getting approved

[Eligible Products](#)[Eligible Locations](#)[Landing Page](#)[Redeem Guide](#)

Redeem Products

	Purchase Date	Purchased Region / Location	Category	Product Name / Serial Number	Upload
<input type="radio"/>	2021-07-06	Japan		Creator PS321QR DA8T041100135	<input type="button" value="Upload"/>

Step 6-2: Upload product S/N photo, fill in the required information and click Next



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Subscribe

Promotion Redeem

Live in Everyday Passion

Promotion Period :
2021-07-01-2021-09-30

Activity Service date :
2021-07-01-2021-09-30

Redeem Limit :
1 for each email

Price Cap : 40

Prize are in limited quantities. Promotion ends 09 all prizes get exhausted.

Notes :
Redemption will only considered successful after your redemption is getting approved

Redeem Products

Purchase Date	Purchased Region / Location	Category	Product Name / Serial Number	Upload
2021-07-03	Japan		Prestige 14 A11SCS-478P- RPT11818/MSD0818M4 42100000000000000000	<div>Upload</div>

Recipient Information

First Name *

john

Last Name *

Zipcode *

Address *

City

State / Province / Region

Street address

Apartment / Building / Unit / Floor

Contact Number *

09123456789

Note

Extra Information

Would you like to join the exclusive online wine campaign? *

Select


We will email an email to you for detailed information soon.

More information <https://www.msi.com/Promotion/Live-in-Everyday-Passion>

Next

Step 7-1: Check the information you filled, and click “Redeem”







- Account Overview
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 - Ticket History
 - Regain History
 - Use Chat
- Account
 - My Profile
 - Login Management
 - Change Password
 - Subscribe

Promotion Redeem Confirm

Redeem Products

Product Type	Monitor
Product Name	PSD MP241
Serial Number	BA9H040230046
Purchase Date	2021-03-03
Purchased Region / Location	Singapore
Proof of purchase	

FACTURE

Adresse de facturation:
Confirmation Amazon

Amazon EU S.à r.l., Succursale Française
47 Boulevard de la République 75013 Paris

Product Barcode


Extra Information

Would you like to join the lucky draw of Productivity from Spring? *

Yes

Captcha

23 + 9 =

 [Reformat](#)

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

Qté	Description de l'article	Prix Unitaire (hors TVA)	Taux TVA%	Prix Unitaire (inclus TVA)	Prix Total (inclus TVA)
1	MSI Trident 3 Arctic 8RD-002US	874,17 €	20 %	1049,00 €	1049,00 €
1	MSI 27" LED - Optix MAG27CQ	350,75 €	20 %	420,90 €	420,90 €
TOTAL:					1469,90 €

PC



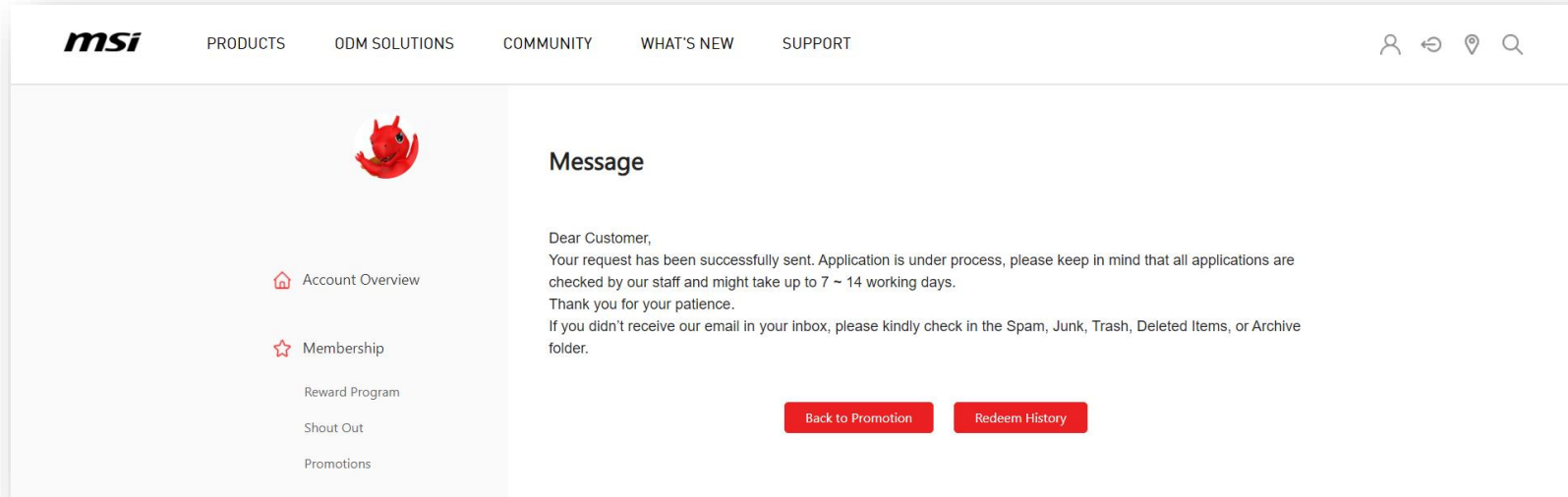
Monitor



*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



*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



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All Promotions

Redeem History

Redeem Date	Promotion Name	Product Name / Serial Number	Status
2021-06-22	Live in Everyday Passion	Creator PS321QR DA8T041100135	Redeem qualification under reviewing
2021-06-22	Live in Everyday Passion	Prestige 14 A11SCS-478JP-PP71185U16GXXDX10MH K2105N0092772	Redeem qualification under reviewing
2021-05-11	Reach the Top	MEG Aegis T15 10TE-045TW-B91090K3081064G2T01TOX10PHLZ9 MSB931KCS0102567	Promotion has expired



How to re-upload
requested documents?



Failure redemption step 1:

If you received the notification 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

Reason : Please provide the invoice with your product name on it, thanks.

Sincerely,

MSI customer service

click the link

Reasons for fail redemption

Failure redemption step 2:

Then go to "Promotions", and click "Redeem Again"

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Promotions

[All Promotions](#)[Redeem History](#)

Redeem Date	Promotion Name	Product Name / Serial Number	Status
2021-06-22	Live in Everyday Passion	Creator P5321QR DA8T041100135	Please re-upload a clear photo of the serial# located on the product itself. Redeem Again
2021-06-22	Live in Everyday Passion	Prestige 14 A11SCS-478JP-PP71185U16GXXDX10MH K2105N0092772	Please provide the invoice with your product name on it, thanks. Redeem Again
2021-05-11	Reach the Top	MEG Aegis Ti5 10TE-045TW-B91090K3081064G2T01T0X10PHLZ9 MSB931KCS0102567	Promotion has expired

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
2021-06-21	Germany		Modem MD241P D 8	<input type="button" value="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 =


Redeem Complete




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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](#)



How to get the prize?



Step 9-1 : Check you success mail



*Physical Prize will be delivered within 8 -12 weeks after your redemption got approved



2021/6/22 (週二) 下午 03:28

no-reply@msi-mail.com

[No Reply] MSI Promotion - Live in Everyday Passion- Notice

收件者

msi



Dear Customer,

Your application has been approved, gifts will be sent at the specified time, please check promotion terms and condition for more details.


Sincerely,





MSI customer service


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





*Physical Prize will be delivered within 8 -12 weeks after your redemption got approved

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Promotions

All PromotionsRedeem History

Redeem Date	Promotion Name	Product Name / Serial Number	Status
2021-06-22	Live in Everyday Passion	Creator P5321QR DA8T041100135	Redeem Success
2021-06-22	Live in Everyday Passion	Prestige 14 A11SCS-478JP-PP71185U16GXXDX10MH K2105N0092772	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.
- *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.



MADE FOR **GAMERS & CREATORS**

