



Boxing Day 2020

Redemption Process

MADE FOR **GAMERS & CREATORS**





First step:
Register your Product

Step 1 : Register/Login to MSI Member Center



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CREATE AN ACCOUNT

MSI is committed to respecting and protecting your privacy.
The information you are providing here will help us provide you with better service.

* E-mail

* Password

* Confirm Password ·······

* Date of Birth

* Captcha 

Step 2 : Go to product registration page



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- APPLY FOR REPAIR SERVICE
- GARANTIE SUR SITE

Welcome!

MY PRODUCT

+ Product Registration



Step 3 : register a new product

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MY PRODUCT

WARRANTY REGISTRATION: NOTEBOOK, ALL-IN-ONE PC, DESKTOP, MONITOR

The promotion excluded MOTHERBOARD and GRAPHICS CARD.

ENJOY BENEFITS.

All customers who purchase a new MSI product and then complete registration and reply to the questionnaire will receive a 3-month warranty extension.

1. This does not apply to product of which standard warranty has been expired.(But customers can still complete registration and questionnaire)
2. Customers have to complete the questionnaire in advance to get the full benefits.
3. MSI reserves the right to update or modify these terms and conditions of this program.
4. This extended warranty service only can be applicable to the original country or region where consumers purchased the notebooks/all-in-one.

If you have any questions about the warranty extension on offer, please direct your inquiries to local service hotlines or the MSI support service.

[I want to register a new product](#)

Step 4 : Select product line



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SERVICE

PLEASE SELECT THE PRODUCT TYPE YOU WANT TO REGISTER



Notebook



Motherboard

All-in-One PC



Graphics Card

Desktop



Case

Monitor



Gaming Chair



Gaming Gear



Liquid Cooling



Others

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



The image shows a screenshot of the MSI Support Center website. The top navigation bar includes the MSI logo, a search bar, and links for HOME, MY PROFILE, MY PRODUCT, MY REWARDS, MY REVIEWS, MY WARRANTY, PROMOTIONS, MY SUPPORT (with sub-links for WEB TICKET, REPAIR HISTORY, and APPLY FOR REPAIR SERVICE), and CONTACT. The main content area displays a photograph of a MSI motherboard. A red box labeled "Product S/N 1" highlights a label on the RAM module that reads "Product S/N 601-7979-01500123456789 CHK 123". A yellow arrow points to the "CHK" part of this label. Another red box labeled "Product S/N 2" highlights a label on the M.2 SSD that reads "Product S/N E123456789". The word "BARCODE" is visible above the motherboard image.

S/N number
and CHK
number

Step 5-1 : Fill in S/N number



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UIC TO DV

PRODUCT REGISTRATION

* S/N1 [S/N]

x

Click on the Product to Learn How to Identify the Serial Number

Please pay attention to the differences between '0' and 'O', '1' and 'l'. If you still have problem, please contact us through My Support.

Next

Cancel

Step 5-2 : Fill in CHK number



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Product Type: Motherboard

Product Name: MAG B550 TOMAHAWK

Model:

Serial Number:

CHK

CHK

Please find the serial number sticker on the product and input the 3 digit CHK code as shown below. (The image shows an example on where the CHK code could be found)

Product SN

S/N: 601-7979-01580123456789

CHK: 123

CHK

msi Z97M GAMING



Step 5-3 : Complete the product registration form

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PRODUCT REGISTRATION

Product Type	Monitor
Product Name	Optix MAG272CQR
Model	9S6-3CA66T-005
Serial Number	CA6T059460074

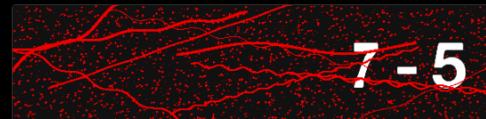
● Region / Location	Sweden
● Store Name	Komplett.se
● Purchased Date	2020-08-20 YYYY-MM-DD

● 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. (photo of printed invoice or screenshot of digital invoice)

● Captcha



★ Don't forget to
upload the invoice!



Second:
Redeem eligible promotion

Step 6 -1: Go to relative promotion



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Welcome!

MY PRODUCT

+ Product Registration

Product Type	Product Name / Serial Number	Purchased Date	Warranty Standard	Service item
Motherboard	MAG B550 TOMAHAWK 601-7C91-010B2006012104	08.08.2020	Standard Warranty	Relative promotion



Step 6 -2: Click “Go to redeem”

Product Promotion

Promotion Name (Link)		
Review Status	Digital Code / Ship Tracking No	Note
Stop struggling, Start Evolving		
go to redeem		

[Close](#)



Step 6 -3: Click “redeem”

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Product Registration Eligible products Redeem Guide Promotion Detail Activate the Code

Purchased Date	Product Name / Serial Number	Invoice Upload	Code
08.08.2020	MAG B550 TOMAHAWK	Invoice	Redeem

Click “Redeem”

Step 7-1: Fill in all of information required and upload invoice and product barcode



Redeem Code

Product Name
MAG B550 TOMAHAWK

Serial Number

* Invoice Upload
965366978ab4c06179f1270016b02f95.png

* Product Barcode

Please be sure to upload the invoice and the picture of product SN number to speed up the verify process.

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. [photo of printed invoice or screenshot of digital invoice]

* CPU

Invoice Number

Purchased Date
08.06.2020

* Captcha



Example of Uploaded Documents

INVOICE



FACTURE

Amazon EU Sà r.l., Succursale Française
67 Boulevard du General Leclerc
Clichy 92110
France
TVA: FR12487773327

Adresse de facturation:

Adresse de livraison:

Numéro de commande	Numéro de facture			
Date de la commande:	Date de la facture/Date de la provision:			
11/10/2019	11/10/2019			
Qte	Description de l'article	Prix Unitaire (hors TVA)	Taux TVA%	Prix Total (inclus TVA)
1	MSI Trident 3 Arctic 8RD-002US	874,17 €	20 %	1049,00 €
1	MSI 27" LED - Optix MAG27CQ	350,75 €	20 %	420,90 €
TOTAL:		1469,90 €		

Product S/N

Desktop



Monitor



- Please make sure you have uploaded three items: Invoice/Purchase Proof & Product S/N on Product.
 - Invoice/Purchase Proof : 1) Channel Partner name 2) Purchase Date 3) Purchase Model Name
 - Product S/N number on Product(show like upper example)

Step 7-2: Wait for the feedback from MSI CS



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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. Game code will be sent to your registered email address once confirmed.

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.

Next



Check your redemption
status

Step 8: Select my product to check Relative Promotion



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+ Product Registration

Product Type	Product Name / Serial Number	Purchased Date	Warranty Standard
Monitor	Optix MAG272CQR	20.08.2020	Standard Warranty
Liquid Cooling	MAG CORELIQUID 360R	17.08.2020	Standard Warranty

Service item

Relative promotion

Relative promotion

Click “**Relative Promotion**” to see the available promotion you have

Step 9 : Check the review status



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Close

Product Promotion

Promotion Name (Link)

Review Status	Digital Code / Ship Tracking No	Note
Black Friday 2020		
awaiting review		
Black Friday 2020		
	go to redeem	
Black Friday 2020		
	go to redeem	



How to re-upload requested documents?



Failure redemption step 1: If receive the notifications in your mailbox



Dear Customer,

We regret to inform that your request has been denied.

Please go to product page and re-upload your purchase proof and promotion page re-redeem again. Thank you.

https://register.msi.com/promotion/redeem/dtmntchair_2020_jul_belfast_ww_50

click the link

Reason:

Regards of the uploading file is not complete, please kindly provide two images together in one file for the process the redemption.

1. Invoice or purchase proof (need to include purchase date, purchase store, and purchase model)
2. Monitor Serial Number image (the sticker behind the monitor)

Sincerely,

MSI customer service

<https://register.msi.com/>

Reasons for
fail redemption

Fail redemption step 2: Then go to My Product: click relative promotion



register.msi.com/product

應用程式 Gmail YouTube 地圖

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Product Type	Product Name / Serial Number	Purchased Date	Warranty Standard
Monitor	Optix MAG272CQR CA6T059460074	20.08.2020	Standard Warranty
Liquid Cooling	MAG CORELIQUID 360R 3067ZW1C3181310018000481	17.08.2020	Standard Warranty

Service item

Relative promotion

Service item

Relative promotion



Fail redemption step 4: Fulfill the requirements and redeem again



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Monitor

Purchased Date	Product Name / Serial Number	Invoice Upload	Select
20.08.2020	Optix MAG272CQR CA6T059460074	<p>The buy of prove</p> <p>Check file Upload file</p> <p>Product Barcode</p> <p>Check file Upload file</p> <p>Invoice No/ Trade No/ Order No</p> <p>10018288</p>	<p> Regards of the uploading file is not complete, please kindly provide two images together in one file for the process the redemption. 1. Invoice or purchase proof (need to include purchase date, purchase store, and purchase model) 2. Monitor Serial Number image (the sticker behind the monitor)</p> <p>Redeem</p>

Step 9-1: 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. Game code will be sent to your registered email address once confirmed.

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.

[Next](#)

Step 9-2: Receive the notifications from MSI in your mailbox as well



**[No Reply] MSI
Promotion - BLACK FRIDAY
STEAM WALLET USD 80 -
Notice**



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. Game code will be sent to your registered email address once confirmed.

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.



How to get the digital
prize?

Step 10-1 : Eventually, check your prize via your mailbox



[No Reply] MSI Redeem Notice - Success

no-reply <no-reply@msi-mail.com>
看我 我

Boxing Day
VISUALIZE YOUR VICTORY

Buy MSI MAG301CR or MAG301CR2
could get \$30 USD Steam code
FOR FREE!

USD 50:

Notice: This activation code is sent to the e-mail you registered with.
How to activate ?
To activate your game code, please refer to <https://store.steampowered.com/account/redeem/walletcode>

Thank you!



Step 10-2 : Eventually, check your prize via MSI member center

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Product Registration

Product Type: Monitor

Product Type: Liquid Cooling

Product Name (Link)

Review Status	Digital Code / Ship Tracking No	Note
pass	Code: USD 50: FQ6BP-M27ML-XDML5 WXLGM-K5BPA-8177D SVH04-5TFV9-W862E	Redeem Code
	Boxing Day 2020 STEAM WALLET USD 30	
	go to redeem	
	Boxing Day 2020 STEAM WALLET USD 30	
	go to redeem	

Close

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