



Christmas Giveaway
iPhone 15 PRO
Redemption Process

MADE FOR GAMERS & CREATORS





First step:
Register your Product

Step 1 : Register/Login to MSI Member Center



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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 visible, along with a search bar containing the same title and a "Register" button. A progress indicator shows "Step 4".

This close-up screenshot shows a product label with a QR code and a red box highlighting the serial number. A red arrow points from the text "S/N number" to the highlighted area. The label also includes the text "MSI 4198X" and "MSI 4198X". A "Back" button is visible below the label.

Step 5-1 : Fill in S/N number



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Account Overview

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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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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 *

CA9T030C00371

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 image should include the model name, invoice date, and invoice number.

Captcha *

~~23 + 9 =~~ [Reformat](#)

Next

 **Don't forget to upload the invoice!**



Second step:
Redeem eligible promotion

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



Account Overview

Promotions

All Promotions

Redeem History

Account Overview

Membership

Reward Program

SHOUT OUT

Promotions

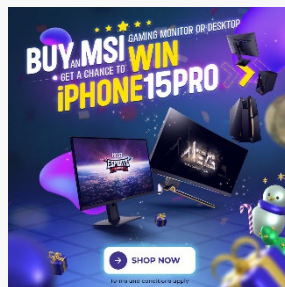
Product

My Products

Product Registration

Support

Web Ticket



Christmas Giveaway – iPhone 15 PRO

2023-12-01~2024-01-18

Monitor

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 and click checkbox fill in the required information and click Next

Promotion Redeem

Wolfgang
wolfgang@msi.com

- Account Overview
- Product
 - My Products
 - Product Registration
 - Activate MSI Cash Back
- Membership
 - Smart Program
 - MSOUT Club
 - Membership
- Support
 - Web Ticket
 - Ticket History
 - Apply for Service
 - Service History
 - Live Chat
- Account
 - My Profile
 - Login Management
 - Change Password
 - Subscribe

Christmas Giveaway – iPhone 15 PRO

BUY.MSI SHARE **WIN** UP TO A CHANCE TO **IPHONE 15 PRO**

SHOP NOW

Eligible Products: Eligible Locations: Landing Page: Redeem Guide

Redeem Products


Purchase Date	Purchased Region / Location	Category	Product Name / Serial Number	Upload
<input checked="" type="checkbox"/> 2023-11-27	United States		G27CQ4 E2 CMT26270075	<input checked="" type="checkbox"/> Upload
<input checked="" type="checkbox"/> 2023-11-27	United States		G271GRFW CCT40270075	<input checked="" type="checkbox"/> Upload
<input type="checkbox"/> 2023-11-03	United States		G271GRFW CCT40270060	<input type="checkbox"/> Upload

Recipient / Contact Information

Your Name *

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





Promotion Redeem Confirm

- Account Overview
- Membership
 - Reward Program (CU)
 - Reward Program
 - Shout Out
 - Rewards
- 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
Desktop


Product Name
Creator P100A 105C 2894T W710700206983201T01T0X10P9B6

Serial Number
MS 5

Purchase Date
2021-06-29

Purchased Region / Location
Germany

Proof of purchase
[Check File](#)

Product Barcode


Recipient Information

First Name *

Last Name *

Zipcode *
123456

Address *
text city
text state
text address
text address2

Contact Number *
09123456789

None

Captcha

74 + 5 =

[Reformat](#)

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

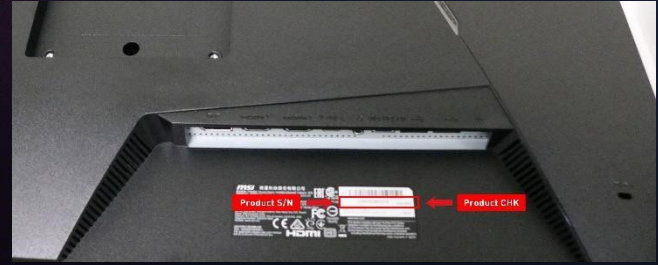
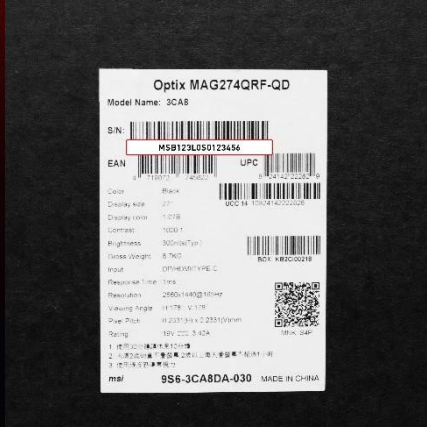
Qty	Description de l'article	Prix Unitaire (hors TVA)	Taux TVA%	Prix Unitaire (inclus TVA)	Prix Total (inclus TVA)
	MSI Trident 3 Arctic BRD-002US	87,17 €	20 %	1049,00 €	1049,00 €
	MSI 27" LED - Optix MAG27CQ	35,75 €	20 %	420,90 €	420,90 €
TOTAL:					1469,90 €

*Please make sure you have uploaded 2 items:

1. **Invoice/Purchase Proof:** 1. ChannelName 2. Purchase Date 3. Purchase ModelName
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



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



The screenshot shows the MSI Customer Service website interface. At the top, there is a navigation bar with the MSI logo and links for Store, Products, AIoT Solutions, What's New, Community, MSI for Business, and Service. On the right side of the navigation bar are icons for user profile, notifications, and search. The main content area is titled "Message" and contains a confirmation 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." Below the message are two red buttons: "Back to Promotion" and "Redeem History". On the left side, there is a sidebar menu with a user profile icon and links for Account Overview, Product, My Products, Product Registration, and Activate MSI Care Plus.


*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
- 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
2023-10-12	Double your vision, Amply your joy	G274QRFW CC2H222500721 G27CQ4 E2 CB0T293700376	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
2023-11-08	Double your visits, Amplify your joy	Creator P100A 10SC-284AT- W7107002065832G1T01T0X10PAB6 MSB929KBS0102296	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
2023-05-08	France™	Monitor	Monitor MD241P M AG 274U PF U30W0E13001B	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



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 Account Overview

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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](#)



FAQ

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 to:

Physical gift: 3-4 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.

*Any more question feel free to ask in <https://account.msi.com/>



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