



# Redemption Process

Step by Step Guide

**MADE FOR GAMERS & CREATORS**






First step:  
Register your Product

# Step 1 : Register/Login to MSI Member Center



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[MSI OFFICIAL SITE](#) [MSI FORUM](#) [English / English](#)

## 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



The screenshot shows the MSI user account interface. At the top, the MSI logo is on the left, and navigation links for 'MSI OFFICIAL SITE', 'MSI FORUM', and 'LOGOUT' are on the right, along with a language selector set to 'English / English'. The left sidebar contains a navigation menu with the following items: HOME, MY PROFILE, MY PRODUCT (highlighted with a yellow box and a red circle containing the number 1), MY REWARDS, SHOUTOUT, MY WARRANTY, PROMOTIONS, and MY SUPPORT. Under MY SUPPORT, there are links for WEB TICKET, REPAIR HISTORY, APPLY FOR REPAIR SERVICE, and GARANTIE SUR SITE. The main content area displays 'Welcome!' and a large 'MY PRODUCT' heading. Below this heading, a red button with a white plus icon and the text '+ Product Registration' is highlighted with a yellow box and a red circle containing the number 2.

msi

MSI OFFICIAL SITE MSI FORUM LOGOUT English / English

HOME

Welcome!

MY PROFILE

1 MY PRODUCT

MY REWARDS

2 + Product Registration

SHOUTOUT

MY WARRANTY

PROMOTIONS

MY SUPPORT

- WEB TICKET
- REPAIR HISTORY
- APPLY FOR REPAIR SERVICE
- GARANTIE SUR SITE

# Step 3 : register a new product

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Welcome!

[MY PROFILE](#)[MY PRODUCT](#)[MY REWARDS](#)[SHOUTOUT](#)[MY WARRANTY](#)[PROMOTIONS](#)[MY SUPPORT](#)[◦ WEB TICKET](#)[◦ REPAIR  
HISTORY](#)[◦ APPLY FOR  
REPAIR  
SERVICE](#)[◦ GARANTIE  
SUR SITE](#)

## 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



MY PRODUCT

MY REWARDS

MY REVIEWS

MY WARRANTY

PROMOTIONS

- SHOUTOUT

MY SUPPORT

- WEB TICKET

- REPAIR HISTORY

- APPLY FOR REPAIR SERVICE

PLEASE SELECT THE PRODUCT TYPE YOU WANT TO REGISTER



Notebook



All-in-One PC



Desktop



Monitor



Motherboard



Graphics Card



Case



Gaming Chair



Gaming Gear



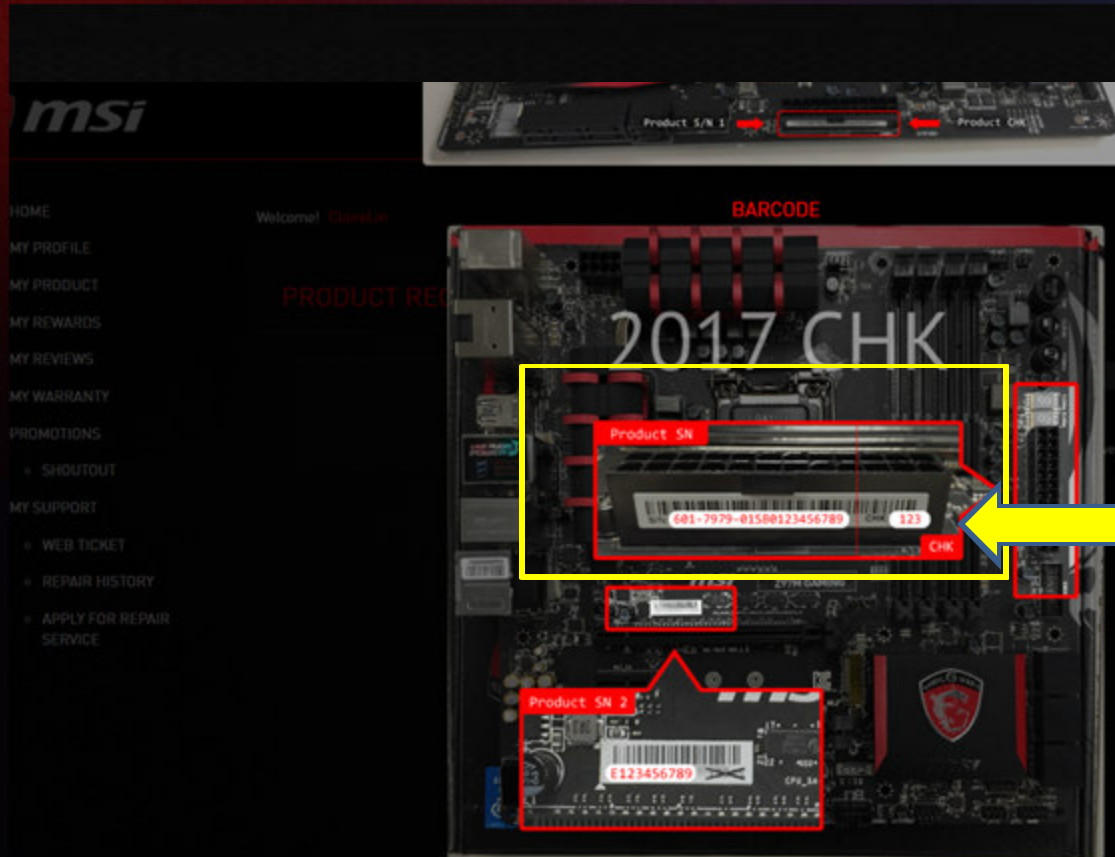
Liquid Cooling



Others



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



S/N number  
and CHK  
number

# Step 5-1 : Fill in S/N number

[MSI OFFICIAL SITE](#)[MSI FORUM](#)[LOGOUT](#)[English / English](#)[HOME](#)

Welcome!

[MY PROFILE](#)[MY PRODUCT](#)[MY REWARDS](#)[MY REVIEWS](#)[MY  
WARRANTY](#)[PROMOTIONS](#)[◦ SHOUTOUT](#)[MY SUPPORT](#)[◦ WEB  
TICKET](#)[◦ REPAIR  
HISTORY](#)

## PRODUCT REGISTRATION

• S/N1 (S/N)

✕

[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



MY REWARDS

MY REVIEWS

MY WARRANTY

PROMOTIONS

• SHOUTOUT

MY SUPPORT

• WEB TICKET

• REPAIR HISTORY

• APPLY FOR REPAIR  
SERVICE

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)



# Step 5-3 : Complete the product registration form



MY PRODUCT

MY REWARDS

MY REVIEWS

MY WARRANTY

PROMOTIONS

• SHOUTOUT

MY SUPPORT

• WEB TICKET

• REPAIR HISTORY

## PRODUCT REGISTRATION

Product Type	Monitor
Product Name	Optix MAG272CQR
Model	9S6-3CA66T-005
Serial Number	CA6T059440074

Region / Location	Sweden
Store Name	Komplett.se
Purchased Date	2020-08-20 YYYY-MM-DD
Where did you purchase the product	<input checked="" type="radio"/> Retail store <input type="radio"/> Online retailer <input type="radio"/> Reseller

Invoice Upload	C:\Users\clairerlin\Desktop 瀏覽 <p>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)</p>
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Captcha	
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★ Don't forget to upload the invoice!



Second:  
Redeem eligible promotion

# Step 6 -1: Go to relative promotion



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HOME

MY PROFILE

MY PRODUCT

MY REWARDS

MY REVIEWS

MY WARRANTY

PROMOTIONS

- SHOUTOUT

MY SUPPORT

- WEB TICKET
- REPAIR HISTORY
- APPLY FOR REPAIR

Welcome!

MY PRODUCT

+ Product Registration

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

## 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”



MY REVIEWS

MY WARRANTY

PROMOTIONS

- SHOUTOUT

MY SUPPORT

- WEB TICKET
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- APPLY FOR REPAIR SERVICE

**STAPLES BIG MONITOR EVENT**  
**STEAM CODE BONUS**

**Buy a MAG301CR / MAG30CR2 or G27C5 and receive a \$20 USD Steam code!**

*Valid on purchases from Sept. 15-21, 2021  
While quantities last.  
Must be redeemed by Oct 5, 2021*

*OPTIX MAG301CR / MAG 301CR2*      *OPTIX G27C5*

[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	<a href="#">Redeem</a>

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

965366978ab4c06179f11270016b02f95.png

瀏覽...

★ Product Barcode

瀏覽...

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

06.06.2020

★ Captcha

7 + 4

# Example of Uploaded Documents



INVOICE

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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HOME

MY PROFILE

**MY PRODUCT**

MY REWARDS

MY REVIEWS

MY WARRANTY

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MY SUPPORT

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- REPAIR HISTORY


Welcome!

**MY PRODUCT**

+ Product Registration


Product Type	Product Name / Serial Number	Purchased Date	Warranty Standard	
Monitor	Optix MAG272CQR	20.08.2020	Standard Warranty	<div>Service item</div> <div><b>Relative promotion</b></div>
Liquid Cooling	MAG CORELIQUID 360R	17.08.2020	Standard Warranty	<div>Service item</div> <div>Relative promotion</div>

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



# Step 9 : Check the review status





- HOME
- MY PROFILE
- MY PRODUCT
- MY REWARDS
- MY REVIEWS
- MY WARRANTY
- PROMOTIONS
  - SHOUTOUT
- MY SUPPORT
  - WEB TICKET
  - REPAIR HISTORY

Welcome

MY

+ P

P

M

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### 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		

Close





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\\_befast\\_ww\\_50](https://register.msi.com/promotion/redeem/dtmntchair_2020_jul_befast_ww_50)

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/>

click the link

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

**msi**

MSI OFFICIAL SITE MSI FORUM LOGOUT English / English

HOME Welcome!

**1** MY PROFILE

**MY PRODUCT**

MY REWARDS

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- REPAIR HISTORY

**MY PRODUCT**

+ Product Registration

Product Type	Product Name / Serial Number	Purchased Date	Warranty Standard	
Monitor	Optix MAG272CQR CA6T059460074	20.08.2020	Standard Warranty	<b>2</b> Service item Relative promotion
Liquid Cooling	MAG CORELIQUID 360R 3067ZW1C3181310018000481	17.08.2020	Standard Warranty	Service item Relative promotion

# Fail redemption step 3: You can redeem again



register.msi.com/product

MY PROFILE

MY PRODUCT

MY REWARD

MY REVIEW

MY WARRANTY

PROMOTION

SHOOTING

MY SUPPORT

WEB TICKET

REPAIR HISTORY

### Product Promotion

Promotion Name (Link)	Digital Code / Ship Tracking	Note
Black Friday 2020 STEAM WALLET USD 80	<a href="#">redeem again</a>	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)
Be Fast STEAM WALLET USD 200	<a href="#">go to redeem</a>	
Black Friday 2020 STEAM WALLET USD 80	<a href="#">go to redeem</a>	

# Fail redemption step 4: Fulfill the requirements and redeem again



[Start to Redeem](#) [Eligible products](#) [Redeem Guide](#) [Promotion Detail](#) [Activate the Code](#)

Monitor

Purchased Date	Product Name / Serial Number	Invoice Upload	Select
20.08.2020	Optix MAG272CQR CA6T059460074	<div>The buy of prove</div> <div><a href="#">Check file</a> <a href="#">Upload file</a></div> <div>Product Barcode</div> <div><a href="#">Check file</a> <a href="#">Upload file</a></div> <div>Invoice No/ Trade No/ Order No</div> <div>10018288</div>	<div></div> <div>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)</div>

Redeem



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