

*msi*

# COMPANY OF HEROES 3 – Chair Bundle

Einlösungsprozess



THE LEAP TO  
SINGULARITY



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**Erster Schritt:**  
Registrieren Sie Ihr Produkt

THE LEAP TO SINGULARITY

# Schritt 1: Registrierung/Anmeldung im MSI Member Center

[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 =

[Reformat](#)

Sign Up

Cancel

# Schritt 2: Gehen Sie zur Produktregistrierungsseite

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PRODUCTS

ODM SOLUTIONS

COMMUNITY

WHAT'S NEW

SUPPORT



靖雯

linalai@msi.com

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

# Schritt 3 : Ein neues Produkt registrieren



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預約查詢

## My Products

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

Register New Product

# Schritt 4 : Klicken Sie auf das Produkt, um die S/N-Nummer zu finden



The image shows a multi-step process for finding a product's S/N number. The main part of the image is a screenshot of the MSI website's 'Product Registration' page. A modal window titled 'How to Identify Product Serial Number?' is open, displaying a grid of product categories: Laptop, All-in-One PC, Desktop, Monitor, Motherboard, Graphics Card, PC Case, Gaming Gear, Gaming Chair, and Liquid Cooling. Below this grid, the serial number 'BA3T01946000V' is displayed in a light blue box. A search bar with the text 'How to Identify Product Serial Number?' and a red 'Register' button are also visible. A progress indicator on the right side of the modal shows 'Step 4'.

Below the main screenshot, there is a smaller inset image showing a close-up of a product label on a device. A red arrow points from the label to the text 'S/N Number'.

Membership  
Reward Progr  
Shout Out  
Promotions  
Product  
My Products  
Product Registration  
Appointment Service  
預約查詢

How to Identify Product Serial Number ?

Laptop All-in-One PC Desktop Monitor Motherboard  
Graphics Card PC Case Gaming Gear Gaming Chair Liquid Cooling

BA3T01946000V

How to Identify Product Serial Number ?

\*Please pay attention to the differences between "0" and "O", "1" and "l".

Register

Step 4

Membership  
Reward Progr  
Shout Out  
Promotions  
Product  
My Products  
Back

S/N Number

# Schritt 5-1 : S/N-Nummer eingeben



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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

# Schritt 5-2 : Geben Sie die CHK-Nummer ein



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預約查詢

Support

Web Ticket

## Product Registration



Product Type \*

Monitor

Product Name \*

Optix G27C4

Model \*

9S6-3CA91T-003

Serial Number \*

CA9T030C00371

CHK \*

example on where the CHK code could be found)

# Schritt 5-3 : Füllen Sie das Produktregistrierungsformular aus

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 \*

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

Next

Vergessen Sie nicht die Rechnung hochzuladen!



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# Zweiter Schritt: Berechtigte Aktion einlösen

THE LEAP TO SINGULARITY

# Schritt 6-1 : Gehen Sie zu "Promotions" und klicken Sie auf Einlösen

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**Promotions**

All Promotions Redeem History

Account Overview

Membership

Reward Program

SHOUT OUT

Promotions

Product

My Products

Product Registration

Support

Web Ticket

**COMPANY OF HEROES 3 - Chair-Bundle**  
2023-03-01 ~ 2023-03-31  
Gaming-Chair  
Redeem >

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

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

**Step 6-2:** Laden Sie ein Foto der Produkt-S/N hoch, geben Sie die Informationen ein und klicken Sie auf Weiter

The screenshot shows the MSI website's 'Promotion Redeem' interface. The top navigation bar includes 'msi', 'PRODUCTS', 'ODM SOLUTIONS', 'COMMUNITY', 'WHAT'S NEW', and 'SUPPORT'. The user profile 'jamie' is logged in. The left sidebar contains navigation links for Account Overview, Membership, Product, and Support. The main content area features a 'Promotion Redeem' section with a promotional image for 'OTTO' and a table for 'Redeem Products'. The table has columns for Purchase Date, Purchased Region / Location, Category, Product Name / Serial Number, and Upload. The 'Upload' button in the table is highlighted with a red box. Below the table is a 'Recipient information' form with fields for First Name, Last Name, Title, Address (City, State, Street, Apartment), Contact Number, and a Note field. A 'Next' button is located at the bottom right of the form.

**Promotion Redeem**

OTTO

Promotion Period :  
Activity Invoice date:  
Redeem Unit :  
J for each email

Eligible Products | Eligible Locations | Landing Page | Redeem Guide

**Redeem Products**

Purchase Date	Purchased Region / Location	Category	Product Name / Serial Number	Upload
	Germany			<input type="button" value="Upload"/>

**Recipient information**

First Name \*  
jamie

Last Name \*

Title \*

Address \*

City State / Province / Region

Street address


Apartment / Building / Unit / Floor

Contact Number \*  
00123456789

Note

# Schritt 7-1: Überprüfen Sie die eingegebenen Informationen und klicken Sie auf "Einlösen".

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jamie  
jamie123@msi.com

- Account Overview
- Membership
  - Reward Program (CU)
  - Reward Program
  - Show Out
  - Promotions
- Product
  - My Products
  - Product Registration
  - Online Store
- Support
  - Web Ticket
  - Ticket History
  - Apply for Service
  - Repair History
  - Live Chat
- Account
  - My Profile
  - Legal Management
  - Change Password
  - Subscribe

### Promotion Redeem Confirm

#### Redeem Products

Product Type  
Desktop

Product Name  
Creator P100A-105C-28iAT-W7107002005832G-IT01-TOX1-0PAB6


Serial Number  
MS8929K9S0102296

Purchase Date  
2021-06-29

Purchased Region / Location  
Germany

Proof of purchase  
[Check File](#)

Product Barcode



#### Recipient Information

First Name \*  
jamie

Last Name \*  
tsai

Zipcode \*  
123456

Address \*  
test city  
test state  
test address  
test address2

Contact Number \*  
09123456789

Note

#### Captcha

74 + 5 = ?

[Redeem](#)

# Beispiel für hochgeladene Dokumente

RECHNUNG

PRODUKT 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: FR02123456789

Adresse de livraison:

Numéro de commande: 11102019 Numéro de facture: 11102019  
Date de la commande: 11/10/2019 Date de la facture/Date de la provision: 11/10/2019

Qte	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 €
<b>TOTAL:</b>					1469,90 €



- \*Bitte stellen Sie sicher, dass Sie 2 Dokumente hochgeladen haben:
1. **Rechnung/Einkaufsnachweis:** 1. Name des Kanals 2. Kaufdatum 3. Name des gekauften Modells
  2. **S/N-Nummer auf dem Produkt**, nicht auf der Verpackung (wie oben gezeigt)

# Schritt 7-2: Warten Sie auf die Rückmeldung des MSI-Kundendienstes



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 divided into a left sidebar and a main message area. The sidebar contains a red dragon mascot icon and a list of menu items: Account Overview, Membership, Reward Program, Shout Out, and Promotions. The main message area is titled 'Message' and contains a confirmation text: '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 area are two red buttons: 'Back to Promotion' and 'Redeem History'.

\*Bitte beachten Sie, dass die Prüfung der Anträge 7 – 14 Arbeitstagen dauern kann.




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Prüfen Sie Ihren  
Einlösungsstatus



THE LEAP TO SINGULARITY

# Schritt 8: Wählen Sie "Promotions,, aus, um den Status zu überprüfen



## Promotions

All Promotions Redeem History

Redeem Date	Promotion Name	Product Name / Serial Number	Status
2021-05-24			Redeem qualification under reviewing

Account Overview

★ Membership

Reward Program (OL)

Reward Program

Shout Out

Promotions



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Wie lädt man angeforderte  
Dokumente wieder hoch?

THE LEAP TO SINGULARITY

# Fehler beim Einlösen, Schritt 1: Wenn Sie die Benachrichtigungen in Ihrer Mailbox erhalten

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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](https://register.msi.com/event/redeem/nb_2020_nov_watchdogs_eu)

Klicken Sie auf den Link


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

Grund für das Fehlschlagen des Einlöse-Prozesses

Sincerely,



MSI customer service

# Fehler beim Einlösen, Schritt 2: Gehen Sie dann zu Mein Produkt: Klicken Sie auf „Promotion“



## Promotions

All Promotions Redeem History

Redeem Date	Promotion Name	Product Name / Serial Number	Status
2021-05-24			Please provide the invoice with your product name on it, thanks. <div style="border: 2px solid red; padding: 5px; display: inline-block;">Redeem Again</div>

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

**Fehler beim Einlösen,  
Schritt 3:** Geben Sie die  
erforderlichen  
Informationen ein und  
klicken Sie auf "Einlösen".

**msi** PRODUCTS ODM SOLUTIONS COMMUNITY WHAT'S NEW SUPPORT

Promotion Redeem Ask again

Redeem Products

Purchase Date	Purchased Region / Location	Category	Product Name / Serial Number	Upload
2021-06-21	Germany			<input type="button" value="Upload"/>

Recipient Information

First Name \*

Last Name \*

Zipcode \*

Address \*


Contact Number \*

Note

Captcha  
~~27 + 5 =~~





 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](#)



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Wie bekommt man den Preis?


THE LEAP TO SINGULARITY

# Schritt 9-2: Überprüfen Sie Ihre Mailbox für den Preis

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[No Reply] MSI Redeem Notice - Success

no-reply@msi.com



KAUFER EINES TEILNEHMENDEN  
MSI GAMING CHAIRS ERHALTEN

**COMPANY OF HEROES 3**  
PC DIGITAL VERSION GRATIS DAZU\*



AKTIONSZEITRAUM:  
01.03.2023 bis 31.03.2023

Congratulation on the purchase of your MSI® product!

Your activation code is:

**STEAM CODE**

Notice: This activation code is sent to the e-mail you registered with.

How to activate

To activate your game code, please refer to <http://store.steampowered.com/account/redeemvalletcode>

Thank you!

# Schritt 9-2: Überprüfen Sie Ihren Einlösungstatus im MSI-Mitgliederzentrum



msi PRODUCTS ODM SOLUTIONS COMMUNITY WHAT'S NEW SUPPORT

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
2021-05-24			Redeem Success
2021-05-24			Redeem Success



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# HÄUFIG GESTELLTE FRAGEN (FAQ)

THE LEAP TO SINGULARITY

## Warum gibt es in meinem Mitgliedskonto keine entsprechende Werbung?

1. Prüfen Sie, ob Ihr Produkt ein teilnahmefähiges Modell ist
2. Prüfen Sie, ob Ihre Rechnung in den passenden Zeitraum fällt
3. Vergewissern Sie sich, dass Sie in der teilnahmeberechtigten Region wohnen, in der die Aktion stattfindet
4. Vergewissern Sie sich, dass Sie das teilnehmende Produkt bei Otto.de erworben haben.

## Was soll ich tun, wenn ich eine E-Mail erhalte, in der mir mitgeteilt wird, dass mein Antrag unvollständig ist?

Bitte vergewissern Sie sich, dass Sie diese Information zur Verfügung gestellt haben:

1. Rechnung/Kaufnachweis, mit Kaufdatum, Kaufhaus und Kaufmodell
2. SN-Nummer Bild, dass das Produkt zeigt und nicht nur Verpackung

## Wie lange dauert die Bearbeitung des Antrags und wann erhalte ich meinen Preis?

Anträge können in Anspruch genommen werden wenn:

- \*Digitaler Code 7~14 Arbeitstage, um überprüft zu werden.
- \*Physischer Artikel 8-12 Wochen nach Genehmigung der Rücknahme

## Warum habe ich keine E-Mail nach meiner Teilnahme erhalten?

Wenn Sie keine E-Mail erhalten haben, überprüfen Sie bitte Ihren Spam-Ordner und deaktivieren Sie Ihren E-Mail-Filter.



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