



Ilumina o teu dia

Processo de troca

Create Your Moments



1. Primeiro passo: regista o teu produto
2. Segundo passo: trocar uma promoção
3. Verifica o estado da troca
4. Como fazer o novo carregamento dos documentos solicitados?
5. Como obter o prémio?
6. FAQ



Primeiro passo :
Regista o teu produto



Passo 1 : Registrar/logar no MSI Member Center



msi 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
By clicking "Sign Up" on the member, you consent to subscribe and view (and) purchase.
By clicking "Sign Up" you agree to the MSI Privacy Notice.

MSI Reward Program
By clicking "Sign Up" to the MSI Reward Program [click here for details](#)
Receive a special today to help you get maximum effect spend off every order and more.
Learn more about the benefits of the [MSI Reward Program](#).

I acknowledge and agree to [MSI Privacy Policy](#)*

captcha
 $24 + 2 =$

Sign Up Cancel

Passo 2 : Ir para a página de registo do produto



The screenshot displays the MSI website's user interface. At the top, the MSI logo is on the left, and navigation links for PRODUCTS, ODM SOLUTIONS, COMMUNITY, WHAT'S NEW, and SUPPORT are in the center. On the right, there are icons for user profile, home, location, and search. The left sidebar contains a user profile icon and a list of menu items: Account Overview, Membership (with sub-items: Reward Program, Shout Out, Promotions), Product (with sub-items: My Products, Product Registration, Appointment Service), and a red vertical bar. The 'My Products' item is highlighted with a red box. The main content area is titled 'My Products' and features a table with the following headers: Category, Product Name / Serial Number, Purchase Date, and Warranty Period. Below the table header is a red button labeled 'Register New Product'.

Passo 3 : Registrar um novo produto



The screenshot shows the MSI website's user interface. At the top, there is a navigation bar with the MSI logo and menu items: PRODUCTS, ODM SOLUTIONS, COMMUNITY, WHAT'S NEW, and SUPPORT. On the right side of the navigation bar are icons for user profile, home, location, and search. Below the navigation bar is a user profile section with a placeholder icon and the text 'Welcome to MSI'. A sidebar menu on the left contains several options: 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 rectangular box highlights a 'Register New Product' button located below the table header.

Passo 4 : Clica sobre o produto para saber como identificar o número S/N



The image displays two overlapping screenshots from the MSI website. The top screenshot shows a modal window titled "How to Identify Product Serial Number?". The modal contains 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 the grid, there is a search bar with the text "How to identify Product Serial Number?", a note "Please pay attention to the differences between 'D' and 'Q', 'T' and 'L'", and a red "Register" button. The bottom screenshot shows a product page with a red arrow pointing to a label on a product image, which is labeled "S/N number".

Passo 5-1 : Preencher o número S/N e clicar em Register



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PRODUCTS

ODM SOLUTIONS

COMMUNITY

WHAT'S NEW

SUPPORT



Product Registration

Account Overview

Membership

Reward Program

Shout Out

Promotions

Product

My Products

Product Registration

Appointment Service



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

Passo 5-2 : Preencher o número CHK



ODM SOLUTIONS COMMUNITY WHAT'S NEW SUPPORT



Product Registration

Step 1 Step 2 Step 3 Step 4


Product Type *

Product Name *

Model *

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) 

Passo 5-3: Preencher o formulário de registo do produto



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 新增任何檔案

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

★ Não te esqueças de carregar a tua factura.



Segundo passo: Trocar a
promoção

Passo 6-1: Ir para "Promoções".



Promotion Redeem

Light Up Your Day

Promotion Period: 2021-06-01-2021-09-30

Activity Invoice date: 2021-06-01-2021-09-30

Redeem Limit: 3 for each email

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

Redeem Products

Purchase Date	Purchased Region / Location	Category	Product Name / Serial Number	Upload
2021-06-29	Germany		Creator P100A 105C-284AT-W7 MI 96	Upload

Passo 6-2: Carrega uma fotografia com o número de série do produto, preenche as informações necessárias e clica em “Next”



The screenshot shows the MSI website's 'Promotion Redeem' page. The page is titled 'Promotion Redeem' and features a promotional offer for 'Light Up Your Day'. The offer details include a promotion code '2023-06-01-0621-06-30', a validity period from '2023-06-01 - 0621-06-30', and a quantity of '1 for each email'. Below the offer, there are four buttons: 'Product Details', 'Redeem Product', 'Redeem Code', and 'Redeem Code'. The 'Redeem Products' section contains a table with columns for 'Product Name', 'Product Category', 'Product Name', 'Product Code', and 'Status'. The table lists one product: 'MSI Light Up Your Day' with a status of 'Next'. Below the table, there is a 'Redeem Information' section with various input fields for 'First Name', 'Last Name', 'Email', 'Address', 'City', 'State', 'Country', 'Phone Number', and 'Mobile Number'. A 'Next' button is located at the bottom of the page, highlighted in a red box.

Passo 7-1: Verifica a informação que preencheste e clica em "Redeem".



Promotion Redeem Confirm

Redeem Product


Product Type
Event

Product Name
GUESS PROM 100-2047-0110100000001011010000

Serial Number
14

Purchase Date
2011-06-28

Product Region / Location
Germany

Product Image


Recipient Information

First Name

Last Name

Phone
+49 151 15151

Address
First line
Last line
Post code
Post address
Post address

Country / Region
DE | Deutschland

Area

Captcha

14 + 5 =

Exemplo de documentos carregados



FATURA

Produto S/N

amazon.fr

FACTURE

Adresse de facturation: Amazon EU S à r.l., Succursale Française
87, Boulevard de General Lenoir
Clichy 92110
France
TVA: FR1248777327

Adresse de livraison:

Número de comando: 11/10/2018 Número de fatura: 11/10/2018

Date de la commande: 11/10/2018 Date de la facture: 11/10/2018

Qté	Description de l'article	Prix unitaire (hors TVA)	Taux TVA	Prix unitaire (inclu TVA)	Prix Total (inclu TVA)
1	MSI Trident 3 Arctic - 870-002US	874,17 €	20 %	1049,00 €	1049,00 €
1	MSI 27" LED - Oplix MAG27CG	350,75 €	20 %	420,90 €	420,90 €
TOTAL:					1469,90 €

PC



Monitor



*Por favor, certifica-te de que carregaste 2 itens:
Fatura/Prova de compra : 1.Nome do canal 2.Data de compra 3.Nome do modelo
Número S/N no produto, não na embalagem (mostrar como exemplo acima)

Passo 7-2: Aguardar uma resposta do Serviço de Apoio ao Cliente MSI



The screenshot shows the MSI website's user interface. At the top, there is a navigation bar with the MSI logo on the left and menu items: PRODUCTS, ODM SOLUTIONS, COMMUNITY, WHAT'S NEW, and SUPPORT. On the right side of the navigation bar are icons for user profile, home, location, and search. Below the navigation bar, there is a sidebar on the left with a red dragon icon at the top. The sidebar contains links: Account Overview (with a house icon), Membership (with a star icon), Reward Program, Shut Out, and Promotions. The main content area is titled "Message" and contains the following 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, there are two red buttons: "Back to Promotion" and "Redeem History".

*Por favor nota que todos os pedidos podem demorar 7-14 dias úteis para serem verificados.



Verifica o estado da
tua troca



Passo 8: Selecciona "Promoções" para verificar o teu estado de reembolso



Promotions

All Promotions Redeem History

Redeem Date	Promotion Name	Product Name / Serial Number	Status
2021-05-24	Light Up Your Day	Creator P100A 10SC-284AT-W7 MS 6	Redeem qualification under reviewing



Como carregar
novamente os
documentos
solicitados?

Falha do processo de troca etapa 1: Se recibes a notificação no teu e-mail



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

click the link

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

Reasons for fail redemption

Sincerely,

MSI customer service

Falha no processo de troca etapa 2:
A seguir, dirige-te a "Promoções" e clica em "Redimir novamente".



The screenshot shows the MSI website's 'Promotion Redeem' page. The page is titled 'Promotion Redeem' and features a large banner for the 'Back to Modern' promotion. The banner includes the text 'BACK to MODERN' and '100% OFF YOUR ORDER TO THE NEW!'. Below the banner, there are four buttons: 'Redeem Again', 'Redeem Again', 'Redeem Again', and 'Redeem Again'. The 'Redeem Again' button is highlighted with a red box.

The page also includes a sidebar with navigation options: Account Overview, Membership, Product, My Profile, and Support. The main content area is divided into sections: 'Redeem Products' (with a 'Redeem Now' button), 'Extra Information' (with a 'Redeem' button), and 'Redeem Records' (with a table of redemption history).

Redeem Date	Order ID	Product Name / Serial Number	Status
2021-06-01	12345678	MSI M1234	Completed

Falha no processo de redenção etapa 3:
Preenche as informações necessárias e clica em "Redeem".



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Promotion Redeem Ask again

Redeem Products

Purchase Date	Purchased Region / Location	Category	Product Name / Serial Number	Redeem
2021-06-21	Germany		MSI68100111 MSI68100111	Redeem

Recipient Information

First Name*

Last Name*

Zipcode*

Address*
Full city Full state
Full address (full address)
Full address

Company Number*

Notes

captcha
 $27 + 5 =$ (Optional)





Redeem Cancel


Troca terminada



The screenshot shows the MSI website's user interface. At the top, there is a navigation bar with the MSI logo on the left and menu items: PRODUCTS, ODM SOLUTIONS, COMMUNITY, WHAT'S NEW, and SUPPORT. On the right side of the navigation bar are icons for user profile, home, location, and search. Below the navigation bar is a sidebar on the left containing a red dragon icon and a list of menu items: Account Overview, Membership, Reward Program, Share Out, and Promotions. The main content area is titled "Message" and contains the following 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, there are two red buttons: "Back to Promotion" and "Redeem History".

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[Account Overview](#)

[Membership](#)

[Reward Program](#)

[Share 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](#)



Como obter o prémio?



Passo 9-1 : Finalmente verifica o teu e-mail



*O prémio físico será entregue no prazo de 8 a 12 semanas após a aprovação da troca.



no-reply@msi-mail.com

[No Reply] MSI Promotion - Light Up Your Day- Notice

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

Passo 9-2 : Finalmente, vá ao MSI Center para ver que foi um sucesso.



*O prêmio físico será entregue no prazo de 8 a 12 semanas após a aprovação da troca.

The screenshot shows the MSI Center website interface. The navigation bar includes 'msi', 'PRODUCTS', 'ODM SOLUTIONS', 'COMMUNITY', 'WHAT'S NEW', and 'SUPPORT'. The main content area is titled 'Promotions' and has two tabs: 'All Promotions' and 'Redeem History'. The 'Redeem History' tab is selected, showing a table with the following data:

Redeem Date	Promotion Name	Product Name / Serial Number	Status
2021-05-24	Back to Modern	Modern MD241P D..... 8	Redeem Success
2021-05-24	Light Up Your Day	Creator P100A 10SC-284AT-W710700206S832G1T01T0X10PAB6 MS..... 6	Redeem Success



FAQ





Porque não vejo nenhuma promoção relacionada na minha conta do Member Center?
<ol style="list-style-type: none">1. Verifica se o teu produto é um modelo elegível.2. Verifica se a tua factura está dentro do período elegível.3. Certifica-te que o país em que vives está a participar na promoção.
O que devo fazer se tiver recebido um e-mail a informar-me de que a minha candidatura está incompleta?
Por favor, assegure-te de que forneceste: <ol style="list-style-type: none">1. Factura/prova de compra incluindo data de compra, loja de compra e modelo de compra2. Foto do número SN que aparece no próprio produto, não na caixa do produto.
Quanto tempo leva a processar o pedido e quando receberei a minha recompensa?
Todas as solicitações podem ser atendidas: *Código digital - 7~14 dias úteis a serem verificados. *Reembolso - 30 dias úteis após a recepção do e-mail de confirmação da troca. *Prémio físico - 8 -12 semanas para entrega após aprovação da tua troca.
Porque não estou a receber nenhum e-mail após a minha participação?
Se não recebeste um e-mail, verifica a tua pasta de spam e desliga o teu filtro de e-mail.



MADE FOR **GAMERS & CREATORS**

