



# MSI x Intel Gamer Days

Gift Redemption Process



*Create Your Moments*



1. First step: register your product
2. Second step: redeem eligible promotion
3. Check your redemption status
4. How to re-upload requested documents?
5. How to get the prize?
6. FAQ



First step:  
Register your product

# Step 1 : Register/Login to MSI Member Center



**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

msi PRODUCTS ODM SOLUTIONS COMMUNITY WHAT'S NEW SUPPORT

Account Overview

Membership

Reward Program

Shout Out

Promotions

Product

**My Products** My Products

Product Registration

Appointment Service

Category  Product Name / Serial Number  Purchase Date  Warranty Period

Register New Product

# Step 3 : Register a new product



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My Products

Category Product Name / Serial Number Purchase Date Warranty Period

Account Overview

Membership

Reward Program

Shout Out

Promotions

Product

My Products

Product Registration

Appointment Service

預約查詢

[+ Register New Product](#)

The screenshot shows the MSI customer support website. The main navigation bar includes links for PRODUCTS, ODM SOLUTIONS, COMMUNITY, WHAT'S NEW, and SUPPORT. Below the navigation is a user profile icon and a search bar. The main content area is titled 'My Products' and features a table with columns for Category, Product Name / Serial Number, Purchase Date, and Warranty Period. On the left, there are links for Account Overview, Membership, Reward Program, Shout Out, Promotions, and Product registration. A red box highlights the 'Register New Product' button in the table header. The 'Product' section is currently selected, showing links for My Products, Product Registration, Appointment Service, and 預約查詢 (Appointment Inquiry). The bottom of the page has a dark footer bar.

# Step 4 : Click on the product to learn how to identify the S/N number



The image shows a screenshot of the MSI Product Support website. On the left, there's a large image of a black MSI desktop computer case. The main content area has a white background with a central tooltip titled "How to Identify Product Serial Number ?". The tooltip contains icons for various MSI products: Laptop, All-in-One PC, Desktop, Monitor, Motherboard, Graphics Card, PC Case, Gaming Gear, Gaming Chair, and Liquid Cooling. Below the icons is a circular progress bar with the text "Step 4" at the bottom. At the bottom of the tooltip, there's a note: "\*Please pay attention to the differences between '0' and 'O', '1' and 'I'." and a "Register" button. The background of the page shows a navigation bar with links like "PRODUCTS", "ODM SO", "Account Overview", "Membership", "Reward Program", "Shout Out", "Promotions", "Product", "My Products", "Product Registration", "Appointment Service", and "预约查詢". On the right side, there's a smaller image showing a close-up of a computer board with a red box highlighting the serial number "S/N 601-7D09-020B1234567890" and a check number "CHK 123".

# Step 5-1 : Fill in serial number and click 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 "I".

Register

# Step 5-2 : Fill in CHK number (can be found on product bar-code sticker)



ODM SOLUTIONS   COMMUNITY   WHAT'S NEW   SUPPORT

 Product Registration

 Account Overview    Step 1

 Membership    Step 2

Reward Program    Step 3

Shout Out    Step 4

Promotions

 Product   Product Type \* Monitor

My Products   Product Name \* Optix G27C4

Product Registration   Model \* 9S6-3CA91T-003

Appointment Service   Serial Number \*

預約查詢

 Support   **CHK \***

Web Ticket

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

**Upload the invoice**

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\*

挑選檔案 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

Captcha

Next



Second step:  
Redeem eligible promotion

# Step 6-1: Go to “Promotions”



Redragon

Account Overview

Membership

Reward Program (OL)

Reward Program

Shout Out

**Promotions**

Product

My Products

Product Registration

Online Store

Support

Web Ticket

Ticket History

Apply for Service

Repair History

## Promotion Redeem

**Intel Gamer Days**

Promotion Period : 2022-04-01~2022-06-30

Activity invoice date : 2022-04-01~2022-06-30

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
2022-04-01	Germany		<input type="text"/>	<a href="#">Upload</a>

# Step 6-2: Upload product S/N photo, fill in the required information and click Next



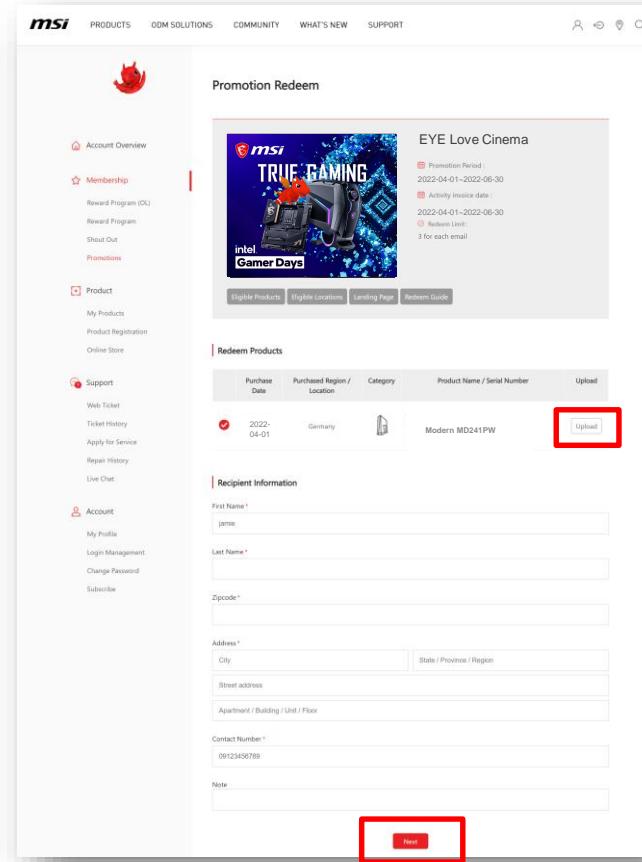
## Invoice Upload

\*To claim a **Call of Duty** Master Key, a qualifying Intel® Core™ processor must be purchased and be listed together with the motherboard on the invoice to get the qualification.

If the processor purchase record is not shown on the invoice, user would not receive **Call of Duty** Master Key code.

The Qualifying Device(s) may differ by Participating Retailer and may include some, but not necessarily all, of the following devices: **Intel® Core™ i5-11400, Intel® Core™ i5-11400F, Intel® Core™ i5-11500, Intel® Core™ i5-11600, Intel® Core™ i5-11600K, Intel® Core™ i5-11600KF, Intel® Core™ i5-12400, Intel® Core™ i5-12400F, Intel® Core™ i5-12500, Intel® Core™ i5-12600, Intel® Core™ i5-12600K, Intel® Core™ i5-12600KF**

<https://softwareoffer.intel.com/Campaign/Terms/18d45e50-2753-42df-ba35-6ec1be88cccf>



The screenshot shows the MSI Promotion Redeem page. On the left, there's a sidebar with links for Account Overview, Membership, Reward Program (OL), Reward Program, Show Out, Promotions, Product, My Products, Product Registration, Online Store, Support, Web Ticket, Ticket History, Apply for Service, Repair History, Live Chat, and Account (My Profile, Login Management, Change Password, Subscribe). The main content area is titled 'Promotion Redeem' and features a banner for 'EYE Love Cinema' with 'TRUE GAMING' and 'intel Gamer Days'. Below the banner, there's a section for 'Redeem Products' with a table and a red box around the 'Upload' button. Under 'Recipient Information', there are fields for First Name, Last Name, Zipcode, Address, City, State / Province / Region, Street address, Apartment / Building / Unit / Floor, Contact Number, and Note. A red box also surrounds the 'Next' button at the bottom.

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



Promotion Redeem Confirm

**Redeem Products**

Product Type	Desktop
Product Name	Modern MD241PW
Serial Number	M5 6
Purchase Date	2022-04-01
Purchased Region / Location	Germany

Proof of purchase

Product Barcode



**Recipient Information**

First Name *	<input type="text"/>
Last Name *	<input type="text"/>
Zipcode *	123456
Address *	test city test state test address test address2
Contact Number *	09123456789
Note	<input type="text"/>

**Captcha**

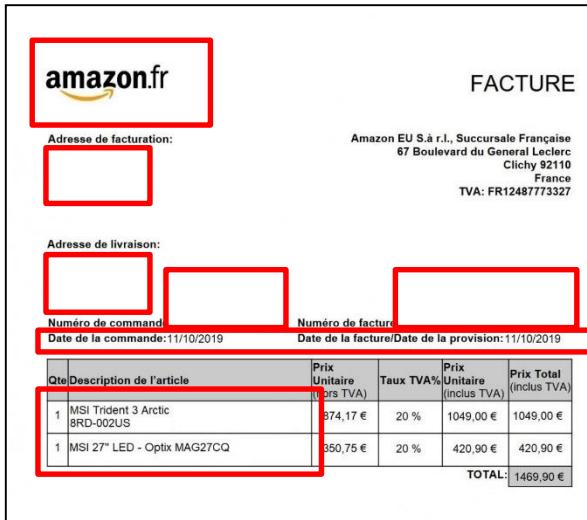
14 + 5 =  Offformat

**Redeem** **Cancel**

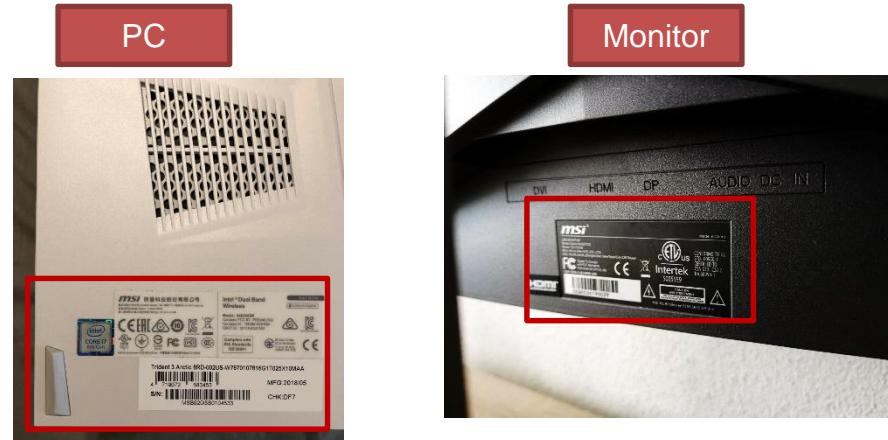
# Example of Uploaded Documents



INVOICE



Product S/N



\*Please make sure you have uploaded 2 items:

- 1. Invoice/Purchase Proof :** 1. Channel Name 2. Purchase Date 3. Purchase Model Name
- 2. S/N number on the product**, not on the package (show like upper example)

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



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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.

[Account Overview](#) [Membership](#) [Reward Program](#) [Shout Out](#) [Promotions](#)

[Back to Promotion](#) [Redeem History](#)

\*Keep in mind that all applications might take up to 7 – 14 working days to be verified.

# Bonus: Call of Duty Bundle Game Key



If the proof of purchase contains the qualifying Intel processor, and is approved during verification process, a Master Key would be sent to the participant's email as well.

Claim the game here\*: <https://softwareoffer.intel.com/Campaign/LearnMore/18d45e50-2753-42df-bd35-6ec1be88ccf>

\*Term & Condition Applied, MSI is not liable and assumes no liability to any person for any loss, dissatisfaction, or damage arising from the prize, and uses thereof. Winners shall not make any claims against MSI

<https://softwareoffer.intel.com/Campaign/Terms/18d45e50-2753-42df-bd35-6ec1be88ccf>

intel Software Advantage Program

LOG IN/SIGN UP SUPPORT

My Dashboard / Learn More / Intel® Call of Duty® Bundle

## GET STARTED NOW

Purchase a qualifying Intel® product from a participating retailer.

- 1 Go to [softwareoffer.intel.com/Gamingaccess](https://softwareoffer.intel.com/Gamingaccess)
- 2 Sign-in or create an account. Please note: your phone number is required for account verification and access.
- 3 Once your account is verified, log in and enter your Master Key by January 31, 2023 to claim your software.
- 4 Agree to the Offer Terms and Conditions and complete the short survey.
- 5 Select and download the available software products.



Check your  
redemption status

# Step 8: Select “Promotions” to check the review status





## Promotions

All Promotions Redeem History

Redeem Date	Promotion Name	Product Name / Serial Number	Status
2022-04-01	EYE Love Cinema	Modern MD241PW	Redeem qualification under reviewing

Account Overview

Membership

Reward Program (OL)

Reward Program

Shout Out

Promotions



How to re-upload  
requested documents?



# Failure redemption step 1: If you received the notification 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**

Failure redemption step 2:  
Then go to “Promotions”, and click “Redeem Again”





## Promotions

All Promotions Redeem History

Redeem Date	Promotion Name	Product Name / Serial Number	Status
2022-04-01	EYE Love Cinema	Modern MD241PW	Please provide the invoice with your product name on it, thanks. <span style="border: 2px solid red; padding: 2px;">Redeem Again</span>

Account Overview

Membership

Reward Program (OL)

Reward Program

Shout Out

Promotions

# 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
2021-06-21	Germany	💻	Modem MD241P	<input type="button" value="Upload"/>

Recipient Information

First Name \*

Last Name \*

Zipcode \*

123456

Address \*

test city

test address, test address2, test address2

test address2

Contact Number \*

09123456789

Note

Captcha

~~27 + 5 =~~ Reformat

# Redeem Complete



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PRODUCTS ODM SOLUTIONS COMMUNITY WHAT'S NEW SUPPORT

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](#)



How to get the prize?

# Step 9-1 : Check you success mail



\*Physical Prize will be delivered within 8 -12 weeks after your redemption got approved

 no-reply@msi-mail.com

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

**msi**



The banner features the MSI logo, a red dragon, the Intel logo, and the text "Gamer Days". It also features a black MSI gaming computer tower and a motherboard. The background is dark blue with falling confetti.

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

# Step 9-2 : Check your redeem status in MSI member center



\*Physical Prize will be delivered within 8 - 12 weeks after your redemption got approved

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## Promotions

All Promotions Redeem History

Redeem Date	Promotion Name	Product Name / Serial Number	Status
2021-05-24	Back to Modern	Modern MD241P D 8	Redeem Success
2022-04-01	Intel Gamer Days	Modern MD241PW	Redeem Success

Account Overview

Membership

Reward Program (OL)

Reward Program

Shout Out

Promotions



# 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:

- \*Digital code - 7~14 working days to be verified.
- \*Cashback - 30 work days after receiving redemption successful confirmation letter
- \*Physical Prize - 8 -12 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.



MADE FOR GAMERS & CREATORS

