



MSI x Intel Gamer Days

Gift Redemption Process

A decorative wavy line in shades of purple, blue, and orange flows across the bottom of the slide.

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



PRODUCTS

ODM SOLUTIONS

COMMUNITY

WHAT'S NEW

SUPPORT

My Products

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

Register New Product

Account Overview

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My Products

Product Registration

Appointment Service

Step 3 : Register a new product

A screenshot of the MSI website's 'My Products' page. The top navigation bar includes the MSI logo and links for PRODUCTS, ODM SOLUTIONS, COMMUNITY, WHAT'S NEW, and SUPPORT. On the right of the navigation bar are icons for user profile, refresh, location, and search. The left sidebar contains a user profile icon and a list of menu items: 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. Below the table, a red button with a plus icon and the text 'Register New Product' is highlighted with a red rectangular border.

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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



How to Identify Product Serial Number ?

Step 4

BA3 000V

How to Identify Product Serial Number ?

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

[Register](#)

S/N 601-7D09-020B1234567890 **CHK** 123

ATX_PWR1 EZ Debug LED

Step 5-1 : Fill in serial number and click Register



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PRODUCTS

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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

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



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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 *

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 *

Select

Store Name *

Select

Purchase Date *

Where did you purchase the product *

☒ Retail store ☐ Online retailer ☐ Reseller

Invoice Upload *

選擇檔案

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 =~~

Captcha

Next


Upload the invoice



Second step:
Redeem eligible promotion

Step 6-1: Go to “Promotions”





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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="button" value="Upload"/>

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-bd35-6ec1be88cccf>

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Promotion Redeem

TRUE GAMING
intel® Gamer Days

EYE Love Cinema

2022-04-01-2022-06-30
2022-04-01-2022-06-30
Redeem Limit: 1 for each email

Eligible Products Eligible Locations Landing Page Redeem Guide

Purchase Date	Purchased Region / Location	Category	Product Name / Serial Number	Upload
2022-04-01	Germany		Modern MD241PW	Upload

Recipient Information

First Name *
James

Last Name *

Zipcode *

Address *
City State / Province / Region
Street address
Apartment / Building / Unit / Floor


Contact Number *
09123456789

Name

Next

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





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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 *

Last Name *

Zipcode *

Address *

test city

test state

test address

test address2

Contact Number *

09123456789

Note

Captcha

14 + 5 =

Chifomat

Redeem

Cancel

Example of Uploaded Documents



INVOICE

amazon.fr

FACTURE

Adresse de facturation:
[Redacted]

Amazon EU S.à r.l., Succursale Française
67 Boulevard du General Leclerc
Clichy 92110
France
TVA: FR12487773327

Adresse de livraison:
[Redacted] [Redacted] [Redacted]

Numéro de commande: [Redacted] Numéro de facture: [Redacted]
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
1	MSI Trident 3 Arctic 8RD-002US	974,17 €	20 %	1049,00 €	1049,00 €
1	MSI 27" LED - Optix MAG27CQ	350,75 €	20 %	420,90 €	420,90 €
TOTAL:					1469,90 €

Product S/N

PC



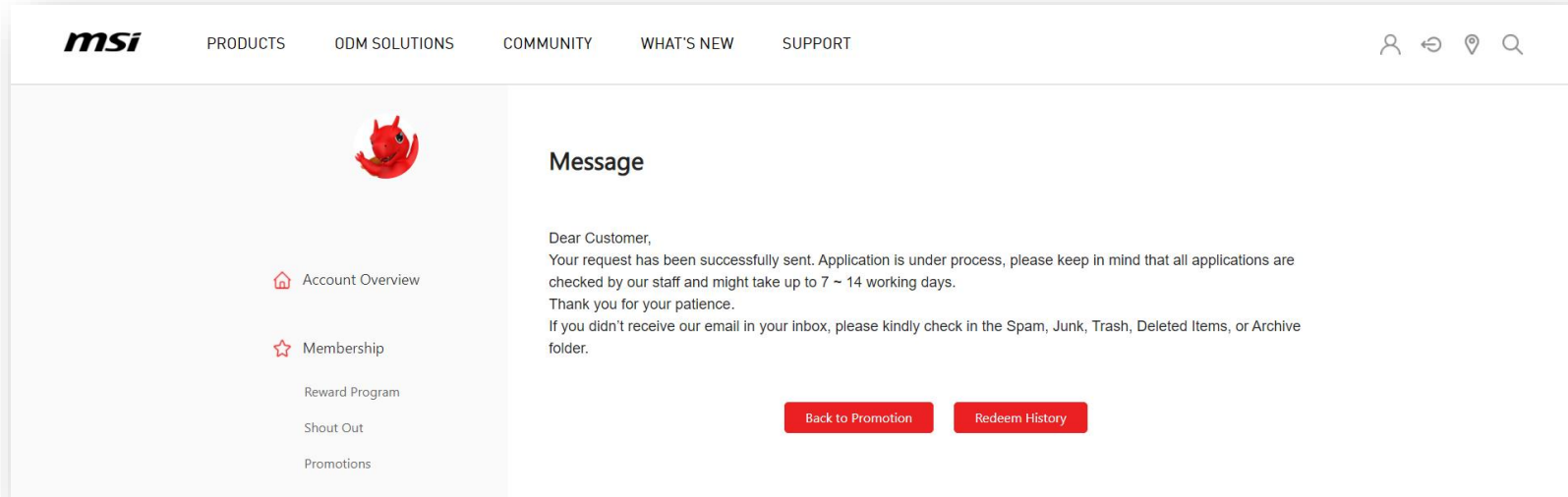
Monitor



*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



*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-bd35-6ec1be88cccf>

**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-bd35-6ec1be88cccf>

 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
- 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





Account Overview

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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



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”



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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. 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
2021-06-21	Germany		Modem MD241P 0 8	<input type="button" value="Upload"/>

Recipient Information

First Name *

Last Name *

Zipcode *

Address *

test city test state

test address, test address2, test address2

test address2

Contact Number *

09123456789


Note





Captcha


27 + 5 =


Redeem Complete




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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](#)



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



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 PromotionsRedeem 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



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**

