



Go Forward and Upgrade

Redemption Process

MADE FOR GAMERS & CREATORS





First step:
Register your Product

Step 1 : Register/Login to MSI Member Center



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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 register you want to subscribe and press [Send] to confirm.
By clicking, I have read and agree to the MSI Privacy Policy.

MSI Reward Program
By clicking I agree to the MSI Reward Program [Terms and conditions](#).
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](#) *

Display*
~~24 + 2 =~~

Sign Up Cancel

Step 2 : Go to product registration page



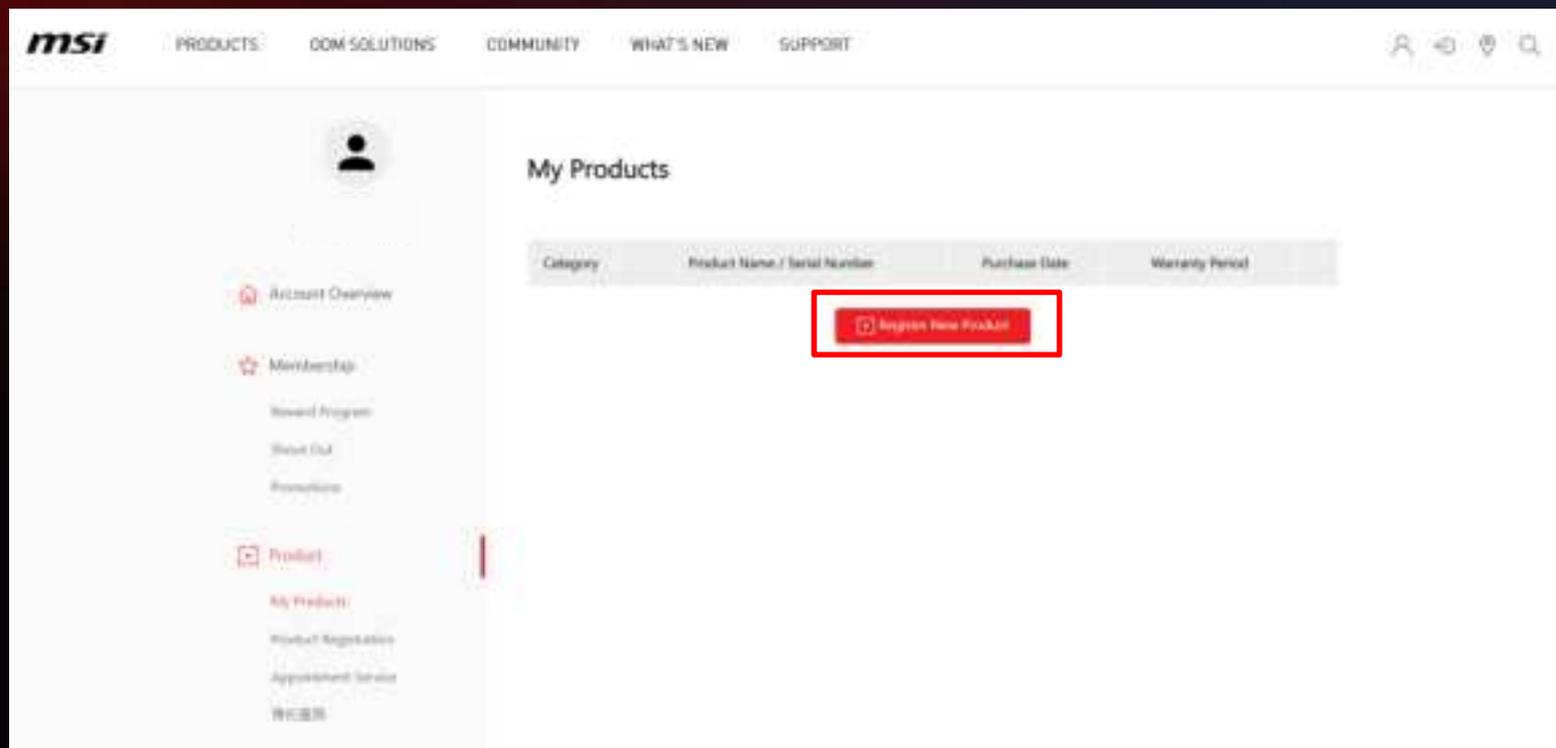
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Account Overview
Membership
Reward Program
Shout Out
Promotions
Product
My Products
Product Registrations
Appointment Service

My Products

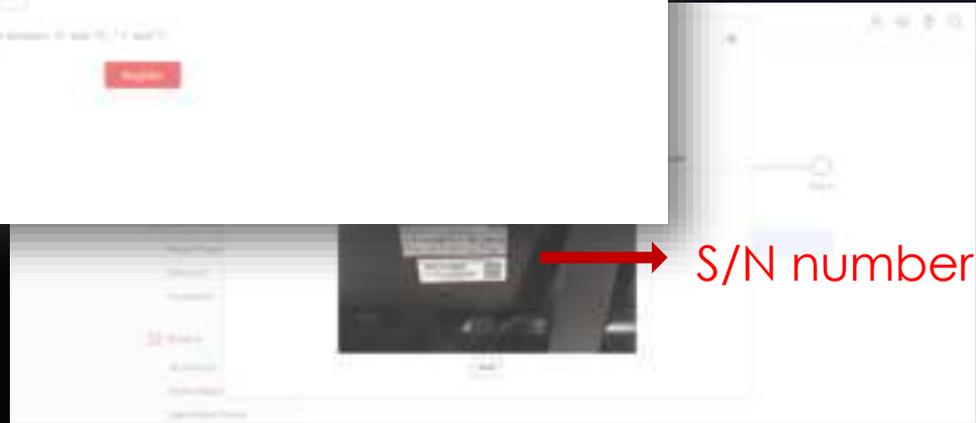
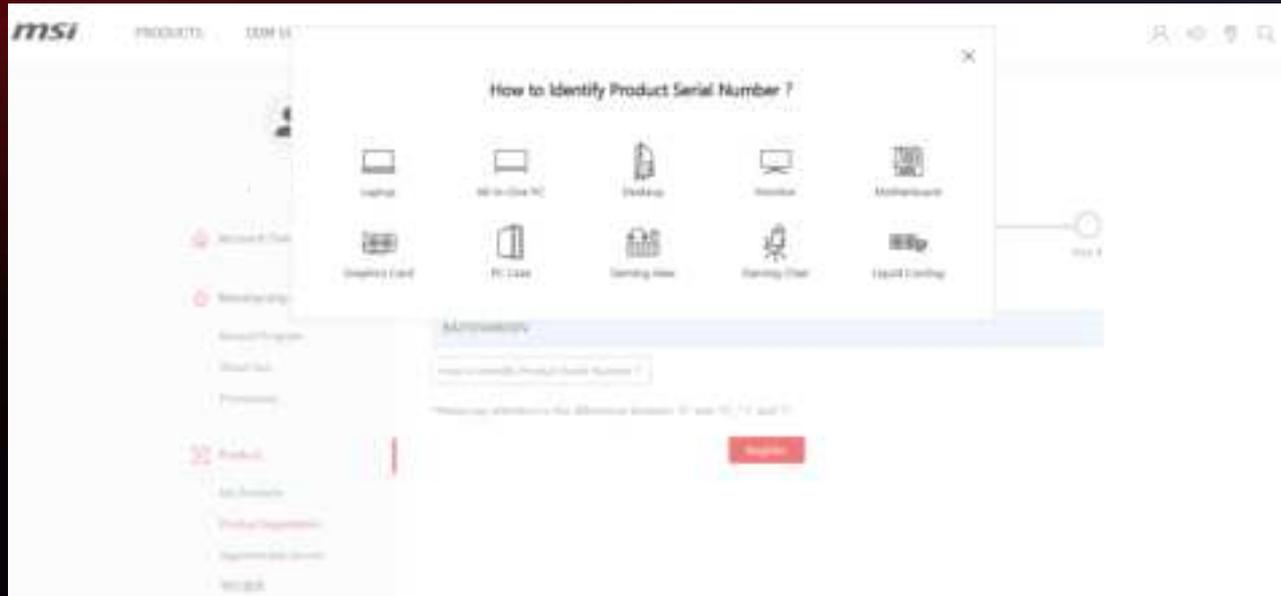
Category	Product Name / Serial Number	Purchase Date	Warranty Period
Register New Product			

Step 3 : register a new product



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 for PRODUCTS, ODM SOLUTIONS, COMMUNITY, WHAT'S NEW, and SUPPORT. On the right side of the navigation bar are icons for user profile, home, and search. Below the navigation bar, the page is divided into a left sidebar and a main content area. The sidebar contains a user profile icon and a list of menu items: Account Overview, Membership, Reward Program, Store Card, Promotions, Product, My Products (highlighted with a red vertical bar), Product Registration, Appointment Service, and WCCB. 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. A red rectangular box highlights a red button labeled "Register New Product" located below the table headers.

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



Step 5-1 : Fill in S/N number



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COMMUNITY

WHAT'S NEW

SUPPORT



Product Registration



Step 1



Step 2



Step 3



Step 4

Account Overview

Membership

Reward Program

Share Out

Promotions

Product

My Products

Product Registration

Appointment Service

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



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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) 

Step 5-3 : Complete the product registration form



SUPPORT

- Web Tools
- Ticket History
- Apply for Service
- Repair Inquiry
- Live Chat

Account

- My Profile
- Login Management
- Change Password
- Subscribe

IMEI *

Please find the Serial Number sticker on the product and input the 3 digit IMEI code as shown below (The image shown below is an example on where the IMEI 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 *

Please locate the image to a width no greater than 500px (.jpg, .gif, .png)
The invoice should include the model name, invoice date, and invoice number.

Capitla *

~~23 + 9 =~~

Capitla

Next

★ Don't forget to upload the invoice!



Second step:
Redeem eligible promotion

Step 6-1 : Go to "Promotions" and click redeem



Promotions

All Promotions Redeem History

- Account Overview
- Membership
 - Reward Program
 - SHOUT OUT
 - Promotions**
- Product
 - My Products
 - Product Registration
- Support
 - Web Ticket

Promotion Title	Duration	Eligible Products	Action
Go Forward and Upgrade	2022-04-25~2022-05-31	Motherboard, Liquid Cooling, Power Supply, PC Case, Chair	Redeem >
Live in Everyday Passion	2021-07-01~2021-09-30	Laptop	Redeem >
Back to Modern	2021-06-17~2021-07-18	Monitor	Redeem >

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

A screenshot of the iFSA portal. The page is titled "Product Registration" and shows a form for adding a new product. The form includes fields for "Product Name", "Brand", "Model", "Serial Number", "Country of Origin", and "Date of Manufacture". A red box highlights the "Next" button at the bottom right of the form. The page also features a sidebar with navigation options and a top navigation bar with the iFSA logo and user information.

Product Registration

Christmas Deals

2022-04-25-2022-05-31

2022-04-25-2022-05-31

2022-04-25 Korea MEO 200 ACE

Next

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

A screenshot of a web page titled "Promotion Redeem Confirm". The page is divided into several sections: "Redeem Product" with fields for "Product Name" and "Product Code"; "Product Information" with a small image of a product box; and "Required Information" with fields for "First Name", "Last Name", "Email", "Phone", "Address", "City", "State", "Zip Code", "Country", "Company Name", and "Company Address". At the bottom, there is a "Quantity" field with a value of "14 * 5" and a red "Redeem" button highlighted with a red box.

Example of Uploaded Documents



INVOICE



Product S/N

Motherboard



Liquid Cooling



*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 5-1 : Click on the Product to Learn How to Identify the S/N number and CHK number



Case



PSU



Chair



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



The screenshot shows the MSI Customer Service website interface. At the top, there is a navigation bar with the MSI logo and links for PRODUCTS, BDM SOLUTIONS, COMMUNITY, WHAT'S NEW, and SUPPORT. On the left side, there is a sidebar menu with a red dragon icon and links for Account Overview, Membership, Reward Program, Direct Mail, 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, there are two red buttons: "Back to Frontpage" and "Back to Home".

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



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
2022-04-25	Go Forward and Upgrade	MEG Z690 ACE	Redeem qualification under reviewing



How to re-upload
requested documents?



Failure redemption step 1:

If receive the notifications 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>

click the link

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

Reasons for fail redemption

Sincerely,

MSI customer service

Fail redemption step 2: Then go to My Product: click relative promotion



Promotions

All Promotions Redeem History

Redeem Date	Promotion Name	Product Name / Serial Number	Status
2022-04-25	Go Forward and Upgrade	MEG Z690 ACE	Please provide the invoice with your product name on it, thanks. Redeem Again

Account Overview

Membership

Reward Program (CL)

Reward Program

Shout Out

Promotions

Redeem Complete



[PRODUCTS](#) [BDM SOLUTIONS](#) [COMMUNITY](#) [WHAT'S NEW](#) [SUPPORT](#)👤 ⚙️ 📍 🔍



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 Profile](#) [Redeem History](#)

-  Account Overview
-  Membership
 - [Reward Program](#)
 - [Special Deal](#)
 - [Promotions](#)



How to get the prize?

Step 9-1 : Check your prize via your mailbox



[No Reply] MSI Redeem Notice - Success

msi-highly-promo-uk@msi.com

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GO FORWARD AND UPGRADE
GET UP TO USD 500 STEAM CODE

Complete this on the purchase of your MSI product

Your **Go Forward and Upgrade steam code** activation code is

Steam code



Notice: This activation code is valid for the e-mail you registered with.

How to activate **Go Forward and Upgrade steam code**?

To activate your game cycle, please refer to <https://www.game.co.uk/en/gifts-and-rewards/pc-and-steam-codes/steam-cards/>

Thank you

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



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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	Back to Modern	Modern MD241P	Redeem Success
2022-04-25	Go Forward and Upgrade	MEG Z690 ACE	Redeem Success



FAQ

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.

*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.

*Any more question feel free to ask in <https://account.msi.com/>



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