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## msi Next Level AI PC Redemption



## Product Information

### Specifications:

- **Brand:** MSI
- **Type:** Redemption Instruction
- **Platform:** Customer OTS

## **Product Usage Instructions**

### **Step 1: Gather Information**

Ensure you have the necessary information or imagery for the claiming procedures.

### **Step 2: Complete Claim Form**

Fill out all mandatory elements based on your purchase details and verify your personal and bank details. If you have multiple products to claim, you can select them before clicking the 'Submit' button.

### **Step 3: Confirmation Message**

Upon successful form completion, a confirmation message will appear.

### **Step 4: Check Claim Status**

Click on the button in the upper right corner of the claim form to access the Short OTS page. Here, you can check the status of your claim using the reference number provided.

## **Customer OTS Platform**

To provide additional details or submit further information, log in to the Customer OTS platform using the username and password you received during registration.

## **Redemption Instruction**

### **STEP 1**

Please make sure you have the following information or imagery for the claiming procedures:



Thank you for participating

Please make sure you have the following information or imagery for the claiming procedures:

- Product name, Reseller's name, Date of purchase, a digital copy of your invoice and a imagery of your product's serial number (The barcode sticker on the product. Please note photos of the colour box will not be accepted)
- Your personal information including name, address, telephone number and email address
- Your bank account information (for Cashback redemption) , including Account number and Sort code.

You can usually find these numbers on your bank statements

\* All redemption can only be initiated after 14 days from Your purchase date

\* If you have any questions, please contact our customer service team at: [msi@promotion-support.com](mailto:msi@promotion-support.com)

## STEP 2

Complete all mandatory elements based on your purchase details and confirm your personal and bank details.

If you have purchased more than 1 product, you can select the

[Click here to submit another redemption](#)

button.

When ready, click on 'Submit' button.

Please complete all mandatory fields marked with \*

### Personal Details

Title:\* Please Select

First Name:\*

Last Name:\*

Address:\*

City:\*

Postal Code:\*

Country:\* United Kingdom

E-mail Address:\*

Confirm E-mail Address:\*

### Product Details

Series:\* Please Select

Product:\* Please Select

Serial Number:\*

Date of Purchase:\*

Store name:\* Please Select

Please submit the digital copy of the invoice(s):\* 

CHOOSE A FILE  
No file chosen

Please submit the imagery of serial number on your purchased product(s):\* 

CHOOSE A FILE  
No file chosen

[Click here to submit another redemption](#)

### Payment Method

☐ Wire Transfer ☐ Revolut

Updated on 1:30 PM / 11-Mar-2025

#### TERMS AND CONDITIONS

1. [Event Duration and Enrolment](#): From 01st April - 30th June, 2025, participants ("You", "Your", as applicable) may enroll in the MSI "Cash out with Cashback" promotion ("Event") - while supplies last. To enter, You must complete the following steps:

☐ I confirm that I have read and accept the [Terms and Conditions](#) of this promotion.

☐ I agree MSI may collect, use and process my personal data for marketing purposes and in accordance with the terms of [MSI Privacy Policy](#)

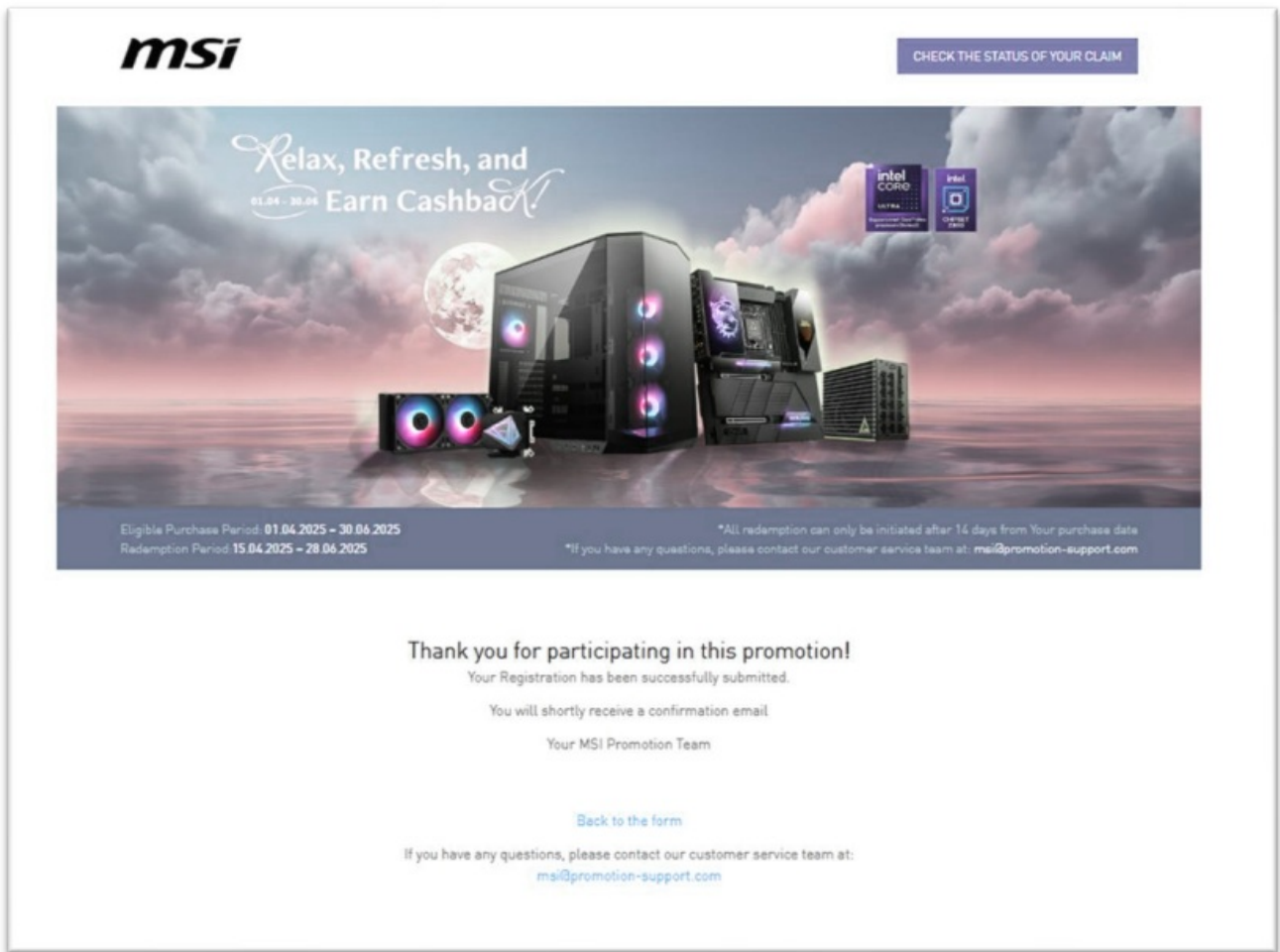
If you wish to unsubscribe from receiving marketing materials, please contact us at [msi-unsubscribe@promotion-support.com](mailto:msi-unsubscribe@promotion-support.com)

☐ I agree to join [MSI Reward Program](#) and receive communications from the program. By joining, I affirm that I have read and agree to the MSI Reward Program [Terms of Use](#) and [MSI Privacy Policy](#).

[Submit](#)

## STEP 3

The following message will appear,if you have completed the form successfully:

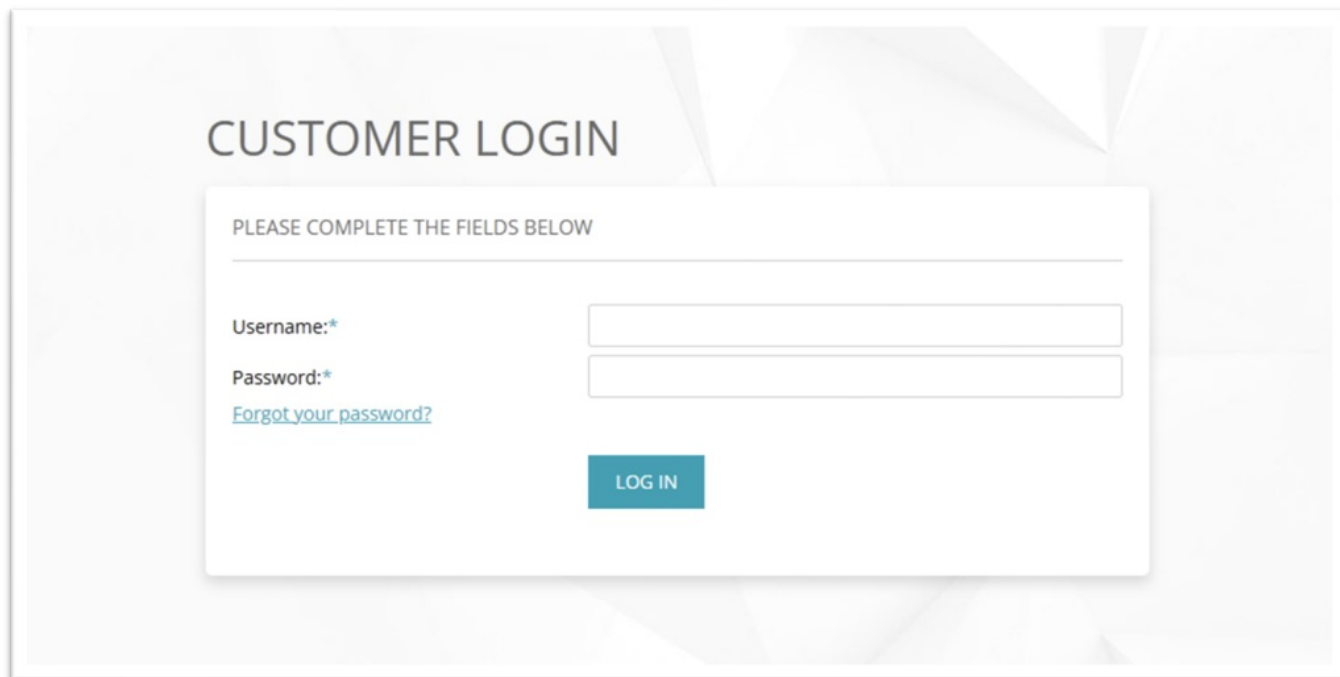


## STEP 4

Click the [CHECK THE STATUS OF YOUR CLAIM](#) button in the upper right corner of the claim form to access the Short OTS page, where you can check the status of your claim using your reference number.

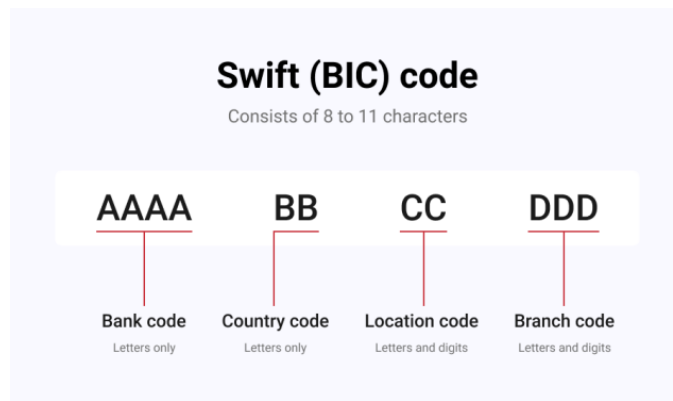
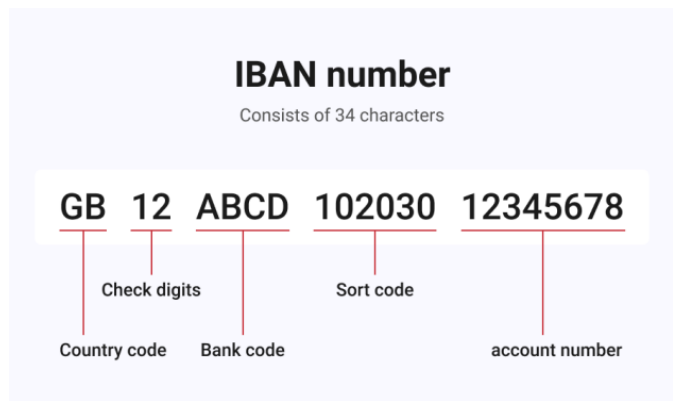
## Custom OTS

To submit additional details, log in the Customer OTS platform using username & password previously provided to you upon registration.



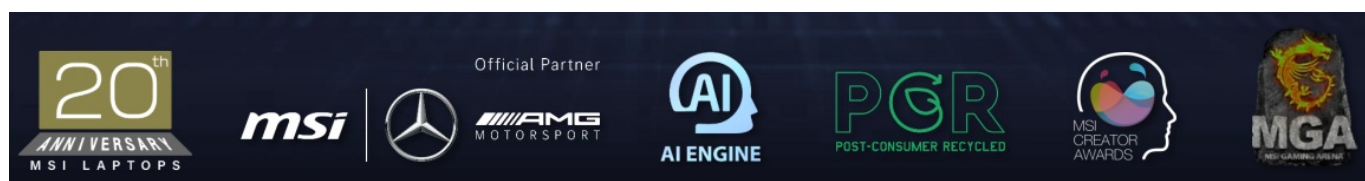
The image shows a 'CUSTOMER LOGIN' form. At the top, it says 'PLEASE COMPLETE THE FIELDS BELOW'. There are two input fields: 'Username:\*' and 'Password:\*'. Below the password field is a link that says 'Forgot your password?'. At the bottom of the form is a blue button labeled 'LOG IN'.

## How to identify IBAN/SWIFT code?



**IBAN:** <https://wise.com/gb/iban/>

**SWIFT:** <https://wise.com/gb/swift-codes/>



Any more question feel free to ask [msi@promotion-support.com](mailto:msi@promotion-support.com)

## FAQs

### How to identify IBAN/SWIFT code?

IBAN: <https://wise.com/gb/iban/>

SWIFT: <https://wise.com/gb/swift-codes/>

### Any more questions?

Feel free to reach out to [msi@promotion-support.com](mailto:msi@promotion-support.com)

How do I qualify for cashback?

1. Check if your product is eligible model
2. Check if your invoice is in eligible period
3. Make sure the country you live is in the eligible country for the promotion

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 3. After your purchase day, must wait 14 days of cooling period and then apply the redemption 4. Complete bank account information, including IBAN International Bank Account Number and BIC Bank Identifier Code

How long does it takes to process the application getting approved?

14 work days after your application

How long does it takes to receive the cashback amount?


30 work days after receiving successful redemption confirmation letter

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.

## Documents / Resources

	<a href="#">msi Next Level AI PC Redemption [pdf]</a> Instructions Next Level AI PC Redemption, Next Level PC Redemption, AI PC Redem ption, AI PC, PC, AI, Next Level PC, PC Redemption
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## References

- [User Manual](#)

MSI  
Ai, Ai PC, AI PC Redemption, MSi, Next Level AI PC Redemption, Next Level PC, Next Level PC Redemption, PC, PC Redemption

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