Redemption Instruction

MSI

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.

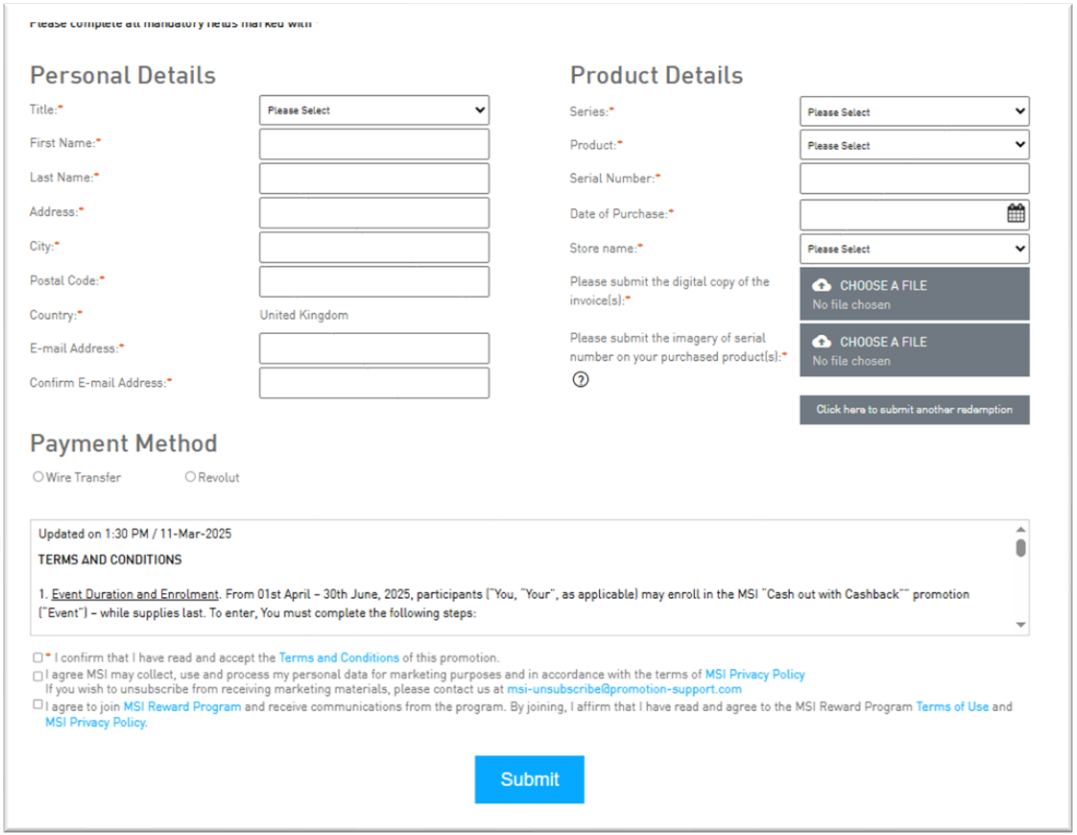
You can usually find these numbers on your bank statements

* 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

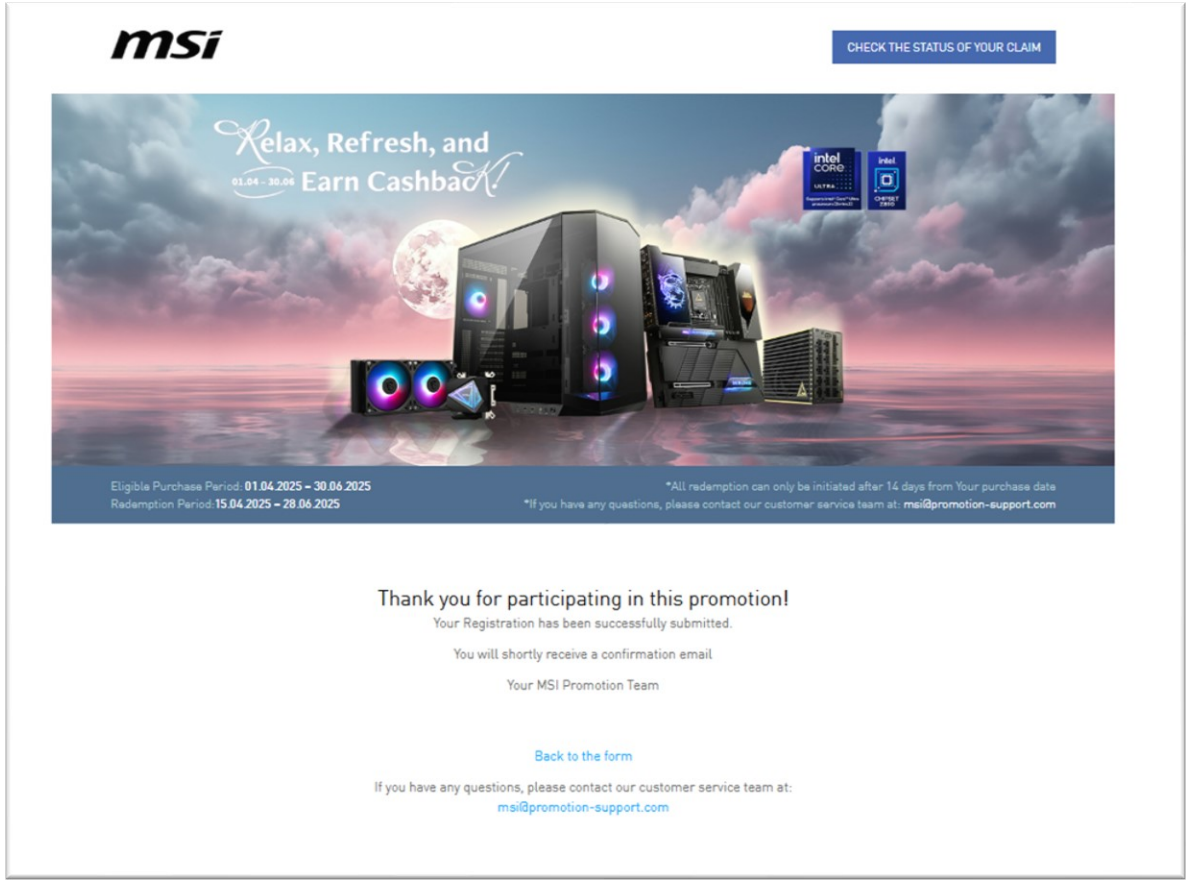
STEP 2:

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.



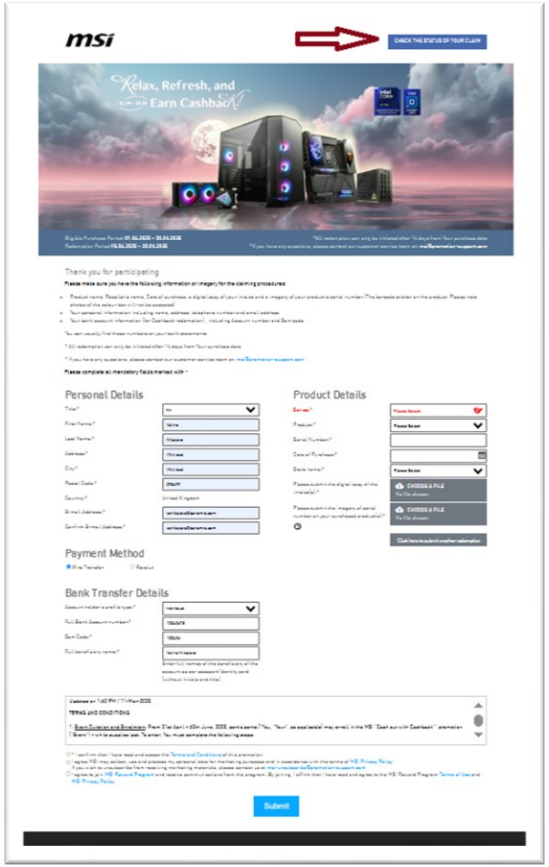
STEP 3:

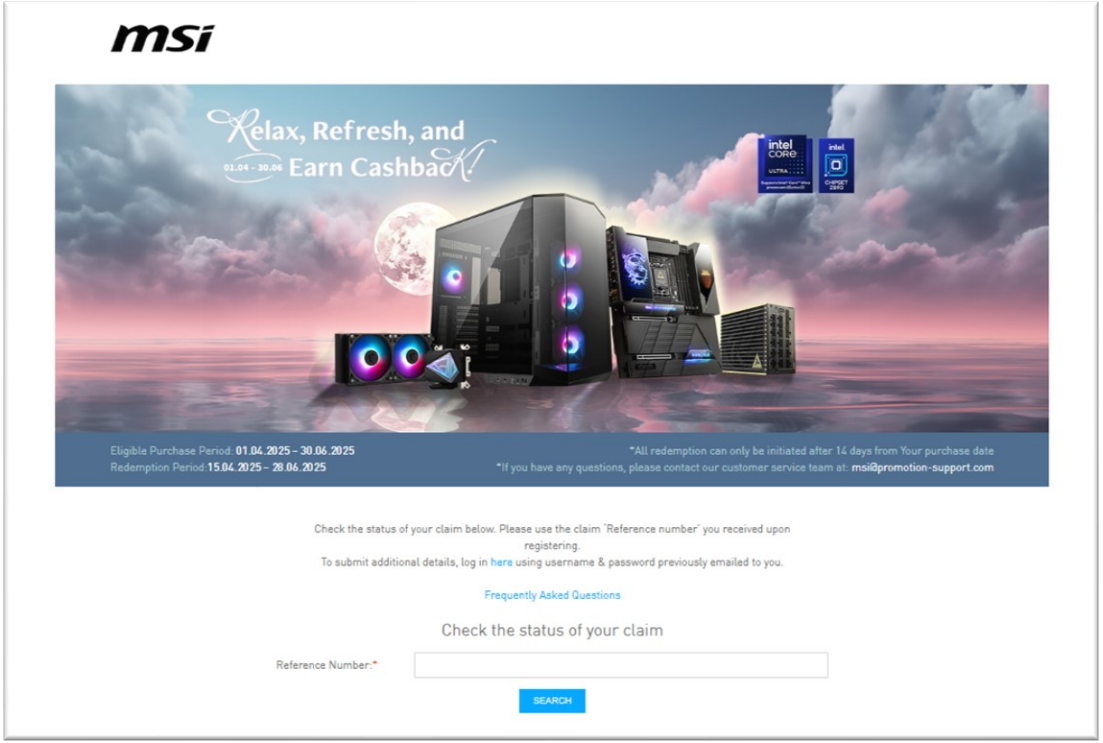
The following message will appear,
if you have completed the form successfully:



STEP 4:

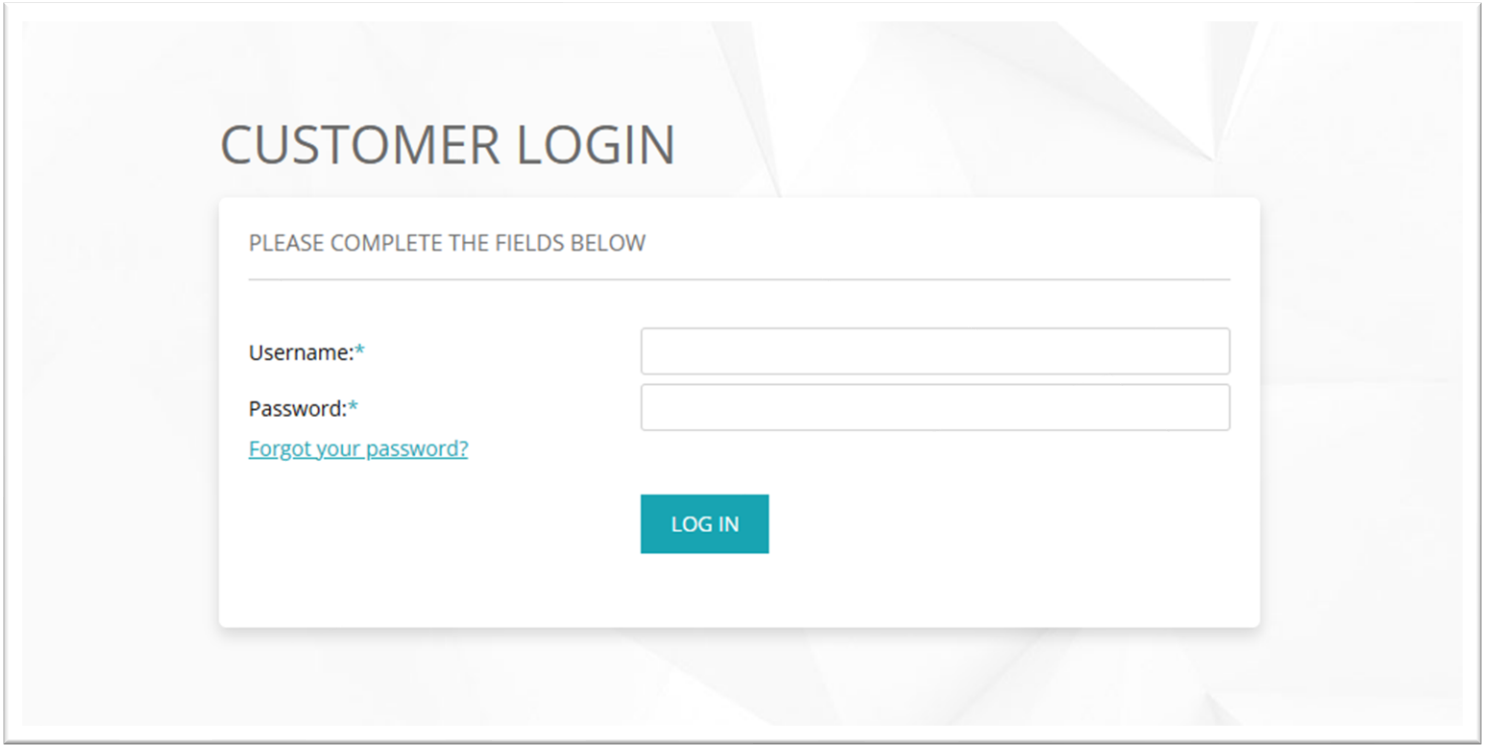
Click the CHECK THE STATUS OF YOUR CLAIM button in the upper right corner of the claim form to access the Short OTS page, where you can check the status of your claim using your reference number.





Customer OTS:

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



FAQs

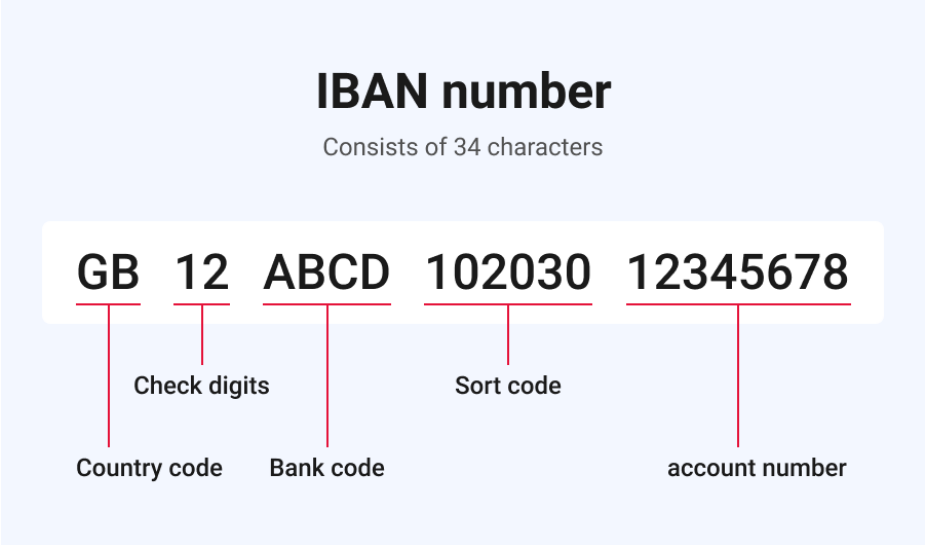
NEXT-LEVEL AI PC

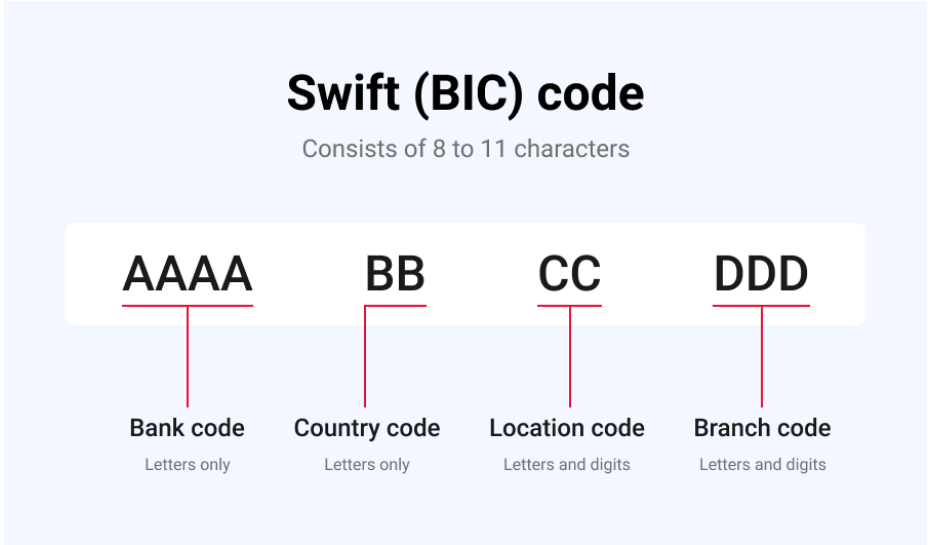
FAQs

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 redemption successful 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.

*Any more question feel free to ask msi@promotion-support.com

How to identify IBAN/SWIFT code?





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

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

msi
NEXT-LEVEL AI PC
20th ANNIVERSARY
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Official Partner
AMG MOTORSPORT
AI
AI ENGINE
PCR
POST-CONSUMER RECYCLED
MSI CREATOR AWARDS
MGA
MSI GAMING ARENA