2 November 2026

To: Our Valued Corporate Customers

Re: Authenticity of Genuine Apple Parts Supplied by MobileSentrix

Dear Valued Customer,

MobileSentrix is proud to be an Apple Genuine Parts Distributor in Europe. Apple named MobileSentrix as one of its Genuine Parts Distributors for Europe in its official announcement of the programme (**Apple Newsroom, 28 May 2025**), and Apple authorises MobileSentrix to sell genuine Apple parts to any customer approved by MobileSentrix. We are writing to confirm the following regarding every genuine Apple part supplied by MobileSentrix:

- **100% Authentic, Directly from Apple:** All genuine Apple parts sold by MobileSentrix are authentic and are sourced directly from Apple. They are not third-party, aftermarket, or copied components.
- **Serialised and Tracked by Apple:** Each genuine Apple part carries its own serial number, which is tracked in Apple's system, providing full traceability from Apple to your repair.
- **Same Parts Used by Apple Authorised Service Providers:** As Apple states, genuine Apple parts are engineered and tailored for each product and go through extensive testing for quality, safety, integrity, and reliability. These are the same parts available to Apple Authorised Service Providers.
- **Completing the Repair:** Technicians should consult Apple's repair manual for each device (support.apple.com/docs) to determine whether a post-repair software step, such as Repair Assistant or System Configuration, is required.

Scope. This letter applies to all genuine Apple parts sold by **MobileSentrix EU (MobileSentrix B.V.)**, shipped from our warehouse in Eindhoven, the Netherlands.

If you need supporting documentation for a specific order or have any questions, please contact your MobileSentrix account representative. Thank you for your continued trust in MobileSentrix.

Sincerely,

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Saad Javed
Chief Executive Officer
MobileSentrix

Apple is a trademark of Apple Inc., registered in the U.S. and other countries.