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QUESTION 1

Where can customers find more information about how to protect themselves from counterfeit products?

- A. The HP anti-counterfeit video hotline
- B. The HP anti-counterfeit website
- C. The HP anti-counterfeit TV channel
- D. The HP anti-counterfeit end-customer investigation trainings

Correct Answer: B

QUESTION 2

What results when a non-HP cartridge is used on an HP printer?

- A. If the non-HP cartridge is the direct cause of a printer's failure, it will not be covered under HP-warranty.
- B. If the printer senses the cartridge it will report this back to HP so the printer is excluded from warranty.
- C. The original HP Universal Print Driver will not support the printer anymore.
- D. The printer will print at a lower quality but at a higher speed

Correct Answer: A

QUESTION 3

How does HP recycle cartridges?

- A. Where possible, HP tests every empty ink cartridge that is returned to see if it can be refilled.
- B. HP encourages customers to close the loop and decide if a cartridge should be sent to a landfill or get refilled.
- C. HP closes the loop and manufactures new laser cartridges by using up to 25% recycled plastics.
- D. Where possible, HP tests every empty ink cartridge that is returned to sell them to local refillers.

Correct Answer: C

QUESTION 4

Where can you find more information about supplies questions that relate to topics such as expiration, warranty, and yields?

- A. The HP Product Bulletin



- B. The HP cartridge selection offline tool: www.hp.com/HP_Supplies_At_Hand
- C. The HP Supplies Website: www.hp.com/page/yield
- D. The Clever Sales Portal for Resellers

Correct Answer: A

QUESTION 5

What are the hidden costs in the framework of printing?

- A. Wasted toner, ink, and paper due to reprints
- B. Costs of an intern
- C. Price of the printer after tax
- D. Price of the cartridge after discounts

Correct Answer: A

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