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QUESTION 1

When might you get suspicious about a security label?

- A. When there is no color-flip and motion feature
- B. When the label is on a value Inkjet cartridge
- C. When the label has a quick response (QR)
- D. When the label is placed on the tear strip

Correct Answer: A

QUESTION 2

What is the name of the HP print cartridge return and recycle program?

- A. HP Earth Care
- B. HP Environmental Care Pack
- C. HP Planet Partner
- D. HP Go Recycle

Correct Answer: C

QUESTION 3

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 4

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

QUESTION 5

Which statement best describes the warranty on HP laser supplies?

A. HP offers 6 months of warranty for all HP laser supplies

B. As long as the printer is not indicating the end of life of the cartridge, the warranty covers defects from materials and workmanship.

C. HP offers a warranty that is defined by local legislation, which varies from 6 to 24 months.

D. No warranty is applicable to HP laser supplies.

Correct Answer: A

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