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QUESTION 1

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

QUESTION 2

What is meant by a "Clone Cartridge"?

- A. A high quality remanufactured cartridge that comes with HP Original toner or ink
- B. A one-to-one copy of an HP cartridge that comes in HP packaging
- C. A non-HP cartridge that comes in a packing intended to mislead the customer to believe it is an HP original
- D. A newly manufactured cartridge that is not manufactured by HP or with any HP parts or ink/toner, but still designed to work in an HP printer

Correct Answer: C

QUESTION 3

Why is the term "Compatible Cartridge" confusing for customers?

- A. It is a term for a Remanufactured cartridge
- B. It is a term used for Refilled, Remanufactured and Clone cartridges.
- C. It is a term for a product with a low purchasing price.
- D. It is a term for a 100% new cartridge

Correct Answer: B

QUESTION 4

What characterizes the supplies product life cycle?

- A. It is linked to the page coverage.



- B. It is the same as the product lifecycle of the printer (hardware).
- C. It is significantly longer than the product lifecycle of the printer (hardware).
- D. It is shorter than the product lifecycle of a printer (hardware).

Correct Answer: D

QUESTION 5

Which term or phrase is synonymous with value for money?

- A. Excellent reliability and superior print quality
- B. Low purchase price
- C. Good margin
- D. Warranty

Correct Answer: B

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