



HP5-B02D^{Q&As}

Delta-Selling HP Imaging and Printing Supplies

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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

Why are HP supplies important to the reseller?

- A. Because of the partner discount process
- B. Because the customer will only choose original supplies
- C. Because you can have the highest margin with HP originals
- D. Because the customer purchasing period can be up to 10 years for just one printer

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

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 5

Where is the security label on a laser cartridge?

- A. Only on the bottom
- B. Only on the top
- C. Randomly placed on the packaging
- D. Always on the tear strip

Correct Answer: B

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