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QUESTION 1

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 2

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 3

Which customer is ideally suited to the HP Win-Back program? (Select two.)

- A. HP loyal customers
- B. Home users / channel partners lost customers
- C. HP EB customers
- D. Switchers

Correct Answer: BD

QUESTION 4

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 5

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

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