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QUESTION 1

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 2

What is a risk of using counterfeit cartridges?

- A. Counterfeit cartridges generally produce print documents with unacceptable quality.
- B. HP will bring legal action against customers who use counterfeit cartridges.
- C. Counterfeit products can damage a printer.
- D. Customers generally pay more for counterfeit cartridges.

Correct Answer: A

QUESTION 3

According to the InfoTrends 2011 report, what percentage of remanufactured cartridges will ultimately be thrown away?

- A. 12% ink and 11% toner
- B. 92% ink and 94% toner
- C. 33% ink and 12% toner
- D. 59% ink and 59% toner

Correct Answer: B

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

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

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