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QUESTION 1

What is meant by a "Clone Cartridge"?

- A. A non-HP cartridge that comes in a packing intended to mislead the customer to believe it is an HP original
- B. A one-to-one copy of an HP cartridge that comes in HP packaging
- C. 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
- D. High quality remanufactured cartridge that comes with HP Original toner or ink

Correct Answer: C

QUESTION 2

Why should you look after a loyal customer?

- A. They tend to be more faithful to one reseller.
- B. They spend the most money.
- C. They tend to be more demanding.
- D. They are willing to sacrifice quality for an attractive price.

Correct Answer: A

QUESTION 3

If a customer buys a "Recycled Cartridge" what type of cartridge do they have?

- A. A 100% new cartridge designed for recycling and renewal
- B. A cartridge that can be refilled, remanufactured, or cloned, but has no standard naming convention
- C. A clone cartridge, made from recycled toner or ink
- D. A cartridge that can be refilled or remanufactured, but has no standard naming convention

Correct Answer: D

QUESTION 4

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

- A. 12% ink and 11% toner



- B. 33% ink and 12% toner
- C. 92% ink and 91% toner
- D. 59% ink and 59% toner

Correct Answer: C

QUESTION 5

According to the 2013 Spencer Lab laser study how much more can non-HP toner cartridges cost over time, as compared with HP toner cartridges?

- A. Up to 60%
- B. Up to 70%
- C. Up to 90%
- D. Up to 20%

Correct Answer: D

QUESTION 6

What is a counterfeit print cartridge?

- A. A refilled HP cartridge produced by HP in China
- B. A refilled cartridge that comes in fake HP packaging to mislead customers to think it is genuine
- C. Any HP cartridge that misleads customers because it is not sold according to the HP list price
- D. A remanufactured cartridge that comes from an unauthorized distributor

Correct Answer: B

QUESTION 7

What steps does HP take to protect customers from counterfeit cartridges?

- A. Partner network, local offices, and worldwide presence
- B. Research and development, Marketing and reliability
- C. Prevention, product packaging, and investigation
- D. Product design, toner formula, and marketing

Correct Answer: C



QUESTION 8

According to the 2013 Spencer Lab laser study approximately what percent of non-HP toner cartridges, on average, produced print quality that was of limited or of no use?

- A. 70%
- B. 10%
- C. 97%
- D. 42%

Correct Answer: D

QUESTION 9

How can you find out if the HP Planet Partner program is available in your local area?

- A. The HP Planet Partner is automatically included with every printer and only needs the HP PP driver to install.
- B. You can consult the HP Planet Partner section in SmartRecycle.
- C. The HP Planet Partner is available in every country around the world.
- D. You can consult the HP Planet Partner program website.

Correct Answer: B

QUESTION 10

Which statement is true regarding multi-pack ink cartridges?

- A. They should only be sold to small-to-medium sized customers.
- B. The customer can save over 30%.
- C. They are designed specifically for home users.
- D. They offer better value to customers who print a lot.

Correct Answer: D

QUESTION 11

When might you get suspicious about a security label?

- A. When the label is on a value Inkjet cartridge



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

Correct Answer: D

QUESTION 12

Which laser-supplies product offers the highest number of printable pages?

- A. EU cartridge packs
- B. E cartridge packs
- C. A cartridge packs
- D. XD cartridge packs

Correct Answer: D

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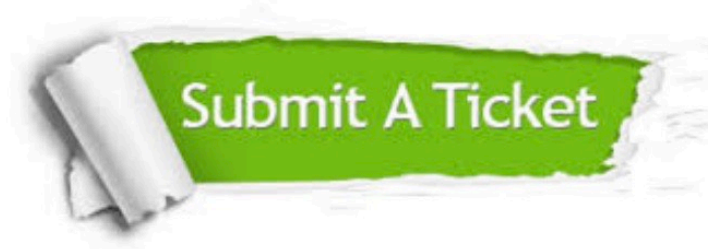
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