



HP5-B02D^{Q&As}

Delta-Selling HP Imaging and Printing Supplies

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QUESTION 1

When might you get suspicious about a security label?

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

Correct Answer: A

QUESTION 2

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 3

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 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

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

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