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QUESTION 1

What is a risk of using counterfeit cartridges?

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

Correct Answer: B

QUESTION 2

For selected laser models, why does HP offer different cartridges with different yields for the same printer?

- A. Some countries have minimum amounts of pages to be printed from one cartridge, so different yields allow selling in countries all over the world.
- B. Different purchasing powers across the globe require cartridge pricings and yields to be more flexible.
- C. Statistical variation during production results in different filling levels for the toner, so HP classifies cartridges later according to the expected yield
- D. Customer needs and printing behaviours are different, so different yields meet these specific needs and behaviours.

Correct Answer: D

QUESTION 3

Who is affected most by the sale and distribution of counterfeit supplies? (Select two.)

- A. The counterfeit selling reseller
- B. HP authorized distribution
- C. Recycling plant manufacturers
- D. The competition
- E. the customer

Correct Answer: BE

QUESTION 4

Which statement is true about loyal HP customers?



- A. They value price overall other factors when making a purchase
- B. They commonly seek out various suppliers for the best deal
- C. They are not concerned about product reliability.
- D. They purchase products from the HP brand and one reseller only.

Correct Answer: D

QUESTION 5

What represents illegal competition in the after-market?

- A. Retail
- B. Third-party products
- C. Counterfeit
- D. Refill

Correct Answer: C

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