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QUESTION 1

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 2

Which program provides a full service contract to the customer?

- A. HP Channel Lead Pay Per Use
- B. HP Supplies Big Deal
- C. HP Planet Partner Program
- D. HP Win-Back

Correct Answer: B

QUESTION 3

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 4

What characterizes the supplies product life cycle?

- A. It is linked to the page coverage.
- B. It is the same as the product lifecycle of the printer (hardware).

- C. It is significantly longer than the product lifecycle of the printer (hardware).
- D. It is shorter than the product lifecycle of a printer (hardware).

Correct Answer: D

QUESTION 5

Which feature is included in a Laser printing system?

- A. Tri-color cartridge
- B. Charging roller
- C. Print head
- D. Adaptive lighting

Correct Answer: B

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