

HP5-B02D^{Q&As}

Delta-Selling HP Imaging and Printing Supplies

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QUESTION 1

Where can customers find more information about how to protect themselves from counterfeit products?

- A. The HP anti-counterfeit video hotline
- B. The HP anti-counterfeit website
- C. The HP anti-counterfeit TV channel
- D. The HP anti-counterfeit end-customer investigation trainings

Correct Answer: B

QUESTION 2

Which statement best describes the warranty on HP laser supplies?

- A. HP offers 6 months of warranty for all HP laser supplies
- B. As long as the printer is not indicating the end of life of the cartridge, the warranty covers defects from materials and workmanship.
- C. HP offers a warranty that is defined by local legislation, which varies from 6 to 24 months.
- D. No warranty is applicable to HP laser supplies.

Correct Answer: A

QUESTION 3

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 4

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 5

What are the components of Laser cartridges? (Select three.)

- A. Laser diode
- B. Imaging drum
- C. Fuser
- D. Charging roller
- E. Cleaning blade
- F. Pick-up roller

Correct Answer: ABE

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