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QUESTION 1

Which customer is ideally suited to the HP Win-Back program? (Select two.)

- A. HP loyal customers
- B. Home users / channel partners lost customers
- C. HP EB customers
- D. Switchers

Correct Answer: BD

QUESTION 2

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

- A. 12% ink and 11% toner
- B. 92% ink and 94% toner
- C. 33% ink and 12% toner
- D. 59% ink and 59% toner

Correct Answer: B

QUESTION 3

Where can you find more information about supplies questions that relate to topics such as expiration, warranty, and yields?

- A. The HP Product Bulletin
- B. The HP cartridge selection offline tool: www.hp.com/HP_Supplies_At_Hand
- C. The HP Supplies Website: www.hp.com/page/yield
- D. The Clever Sales Portal for Resellers

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.



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- 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

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

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