



# HP5-B02D<sup>Q&As</sup>

Delta-Selling HP Imaging and Printing Supplies

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#### QUESTION 1

What are the hidden costs in the framework of printing?

- A. Wasted toner, ink, and paper due to reprints
- B. Costs of an intern
- C. Price of the printer after tax
- D. Price of the cartridge after discounts

Correct Answer: A

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#### 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

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#### QUESTION 3

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

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#### QUESTION 4

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](http://www.hp.com/HP_Supplies_At_Hand)
- C. The HP Supplies Website: [www.hp.com/page/yield](http://www.hp.com/page/yield)
- D. The Clever Sales Portal for Resellers

Correct Answer: A

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#### QUESTION 5

Where is the security label on a laser cartridge?

- A. Only on the bottom
- B. Only on the top
- C. Randomly placed on the packaging
- D. Always on the tear strip

Correct Answer: B

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