

HP5-B02D^{Q&As}

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QUESTION 1

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 2

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

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

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 5

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

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