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QUESTION 1

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 2

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 3

What is a risk of using counterfeit cartridges?

A. Counterfeit cartridges generally produce print documents with unacceptable quality.

B. HP will bring legal action against customers who use counterfeit cartridges.

C. Counterfeit products can damage a printer.

D. Customers generally pay more for counterfeit cartridges.

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

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

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