

HP5-B02D^{Q&As}

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

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

What is the name of the HP print cartridge return and recycle program?

- A. HP Earth Care
- B. HP Environmental Care Pack
- C. HP Planet Partner
- D. HP Go Recycle

Correct Answer: C

QUESTION 4

Why are HP supplies important to the reseller?

- A. Because of the partner discount process

- B. Because the customer will only choose original supplies
- C. Because you can have the highest margin with HP originals
- D. Because the customer purchasing period can be up to 10 years for just one printer

Correct Answer: A

QUESTION 5

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

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