

100% Money Back
Guarantee

Vendor:HP

Exam Code:HP5-B02D

Exam Name:Delta-Selling HP Imaging and Printing
Supplies

Version:Demo

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

Which term or phrase is synonymous with value for money?

- A. Excellent reliability and superior print quality
- B. Low purchase price
- C. Good margin
- D. Warranty

Correct Answer: B

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

QUESTION 4

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

QUESTION 5

What characterizes the supplies product life cycle?

- A. It is linked to the page coverage.
- B. It is the same as the product lifecycle of the printer (hardware).
- C. It is significantly longer than the product lifecycle of the printer (hardware).
- D. It is shorter than the product lifecycle of a printer (hardware).

Correct Answer: D

QUESTION 6

What is meant by a "Clone Cartridge"?

- A. A high quality remanufactured cartridge that comes with HP Original toner or ink
- B. A one-to-one copy of an HP cartridge that comes in HP packaging
- C. A non-HP cartridge that comes in a packing intended to mislead the customer to believe it is an HP original
- D. A newly manufactured cartridge that is not manufactured by HP or with any HP parts or ink/toner, but still designed to work in an HP printer

Correct Answer: C

QUESTION 7

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 8

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 9

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 10

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 11

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 12

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