

## Question: 1

A customer experiencing rapid growth is extending its hours of operation to keep up with demand. Because budget for supplies is limited, the customer plans to buy non-HP ink and toner supplies. What should you tell this customer about the benefits of using Original HP supplies? (Select two.)

- A. Original HP supplies work the first time, every time.
- B. Original HP supplies are less expensive than non-HP cartridges when bought in bulk.
- C. Non-HP supplies are usually counterfeit and buyers can be subject to fines.
- D. Non-HP supplies are not recyclable and are costly to dispose of properly.
- E. Original HP supplies help reduce service calls, minimizing printer downtime.

**Answer: AE**

## Question: 2

A potential customer tells you that they use remanufactured and refilled toner cartridges because they are an environmentally responsible company. How should you respond?

- A. HP has a line of remanufactured and refilled cartridges too, which are 25% cheaper. Can I get you a quote for these.
- B. The environment is not really affected by toner, whether the cartridges are from HP or third parties.
- C. According to a study from Market Strategies international, using remanufactured and refilled toner cartridges causes failure in printer parts that are not made from recycled plastics.
- D. According to a report from Spencer Labs, using remanufactured and refilled toner cartridges results in more reprints, thereby wasting more paper than if Original HP cartridges were used.

**Answer: D**

## Question: 3

DRAG DROP

Match the printing supplies term on the left with its definition on the right.

Term	Definition
Grey marketing	New non-HP cartridges that might violate IP such as patents used in Original HP cartridges
Counterfeiting	Genuine HP products that are sold in a region they are not intended for without the consent of HP
Clones	Unauthorized use of a trademark on HP products that were not made under a license from HP

**Answer:**

Term		Definition
Grey marketing	Counterfeiting	New non-HP cartridges that might violate IP such as patents used in Original HP cartridges
Counterfeiting	Clones	Genuine HP products that are sold in a region they are not intended for without the consent of HP
Clones	Grey marketing	Unauthorized use of a trademark on HP products that were not made under a license from HP

### Question: 4

Why is using remanufactured toner cartridges bad for business? (Select two.)

- A. Using non-HP toner cartridges instead of Original HP cartridges is more likely to require a service call.
- B. Remanufactured toner cartridges generate more heat than Original HP cartridges.
- C. Compared to Original HP cartridges, remanufactured toner cartridges use a greater volume of ink.
- D. Remanufactured toner cartridges consume more energy faster compared with Original HP cartridges.
- E. Compared to Original HP cartridges, remanufactured toner cartridges have a larger carbon footprint.

**Answer: BC**

### Question: 5

A customer tells you that they want to use re manufactured Ink cartridges in order to save money while protecting the environment. How should you respond to this customer?

- A. Remanufactured ink cartridges cost more in total cost of ownership (TCO) because their warranties cover fewer years.
- B. Remanufactured ink cartridges can only be reused a few times before the recycled plastics break down.
- C. Almost 90% of remanufactured cartridges end up in a landfill.
- D. Every remanufactured ink cartridge uses three times more water than an Original HP ink cartridge requires during the manufacturing process.

**Answer: A**