

Exam Number/Code:HP5-B02D

Exam Name:Delta-Selling HP Imaging
and Printing Supplies

Version: Demo

<http://www.it-exams.com>

QUESTION NO: 1

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

Answer: B

QUESTION NO: 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

Answer: B

Reference:http://www.webopedia.com/TERM/C/compatible_cartridge.html

QUESTION NO: 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

Answer: C

Reference:<http://www8.hp.com/us/en/hp-information/environment/recyclingreuse.html#UrRVNmQmmZ0>

QUESTION NO: 4

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

Answer: B

Reference:

<http://www.hp.com/hpinfo/globalcitizenship/environment/productdesign/suppliesstudyNA.pdf>(page 3)

QUESTION NO: 5

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

Answer: B

Reference:

<http://h41112.www4.hp.com/anticounterfeit/pdf/jan-2010-print-acf-check-purchasesenglish.pdf>