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Q&A

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Exam : HP2-I14

Title : Selling HP Supplies 2020

Version : DEMO

1.What are three technology Innovations of HP JetIntelligence? (Select three.)
A. instant ink
B. Page Maximlzer
C. ColorLok
D. Auto-Seal Removal
E. Pigment-based Ink
F. Print Gauge
Answer: B,D,F

2.A customer has been buying non-HP supplies because they believe they are more affordable.
Which hidden costs of non-HP supplies should this customer be aware of?
A. Inability to refill non-HP cartridges
B. compatibility Issues with standard papers
C. ink colors that fade over time
D. wasted ink and printer downtime
Answer: D

3.Which print cartridge recycling option does HP offer?
A. HP has installed recycling kiosks in Fortune 500 companies for convenient return of used supplies.
B. In each Original HP print cartridge package, HP includes prepaid shipping labels for free and convenient return of empty cartridges.
C. HP has authorized recycling partners in more than 50 countries that will send brand new ink cartridges when customers return empty ones.
D. In some countries, HP customers can order free recycling envelopes and boxes with pre-paid shipping.
Answer: D

4.How does the HP Planet Partners program protect the world's environment?
A. Countries with contracts with the HP Planet Partners program have agreed to keep all printer inks out of local water sources.
B. HP has agreements In more than 190 countries to minimize the amount of potable water used to manufacture ink cartridges.
C. HP works with governments worldwide to use local distribution networks, reducing the carbon footprint Involved with product distribution.
D. No HP cartridge returned through the HP Planet Partners program will go to a landfill.
Answer: D

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: C