# cut 24.mp4

**Xueqing:** [00:00:00] So as you can see in the other on that paper and also in the review station today, we provide you we provide you with six products. And now they are unbranded, but they are just unbranded without the brand.

**Participant 24:** [00:00:19] Without the branding. Yeah.

**Xueqing:** [00:00:20] Yeah. So we remove that they are come from their branding products, but we remove the brand, otherwise it might influence perceptions.

**Participant 24:** [00:00:31] So it is already used by supermarkets.

**Xueqing:** [00:00:36] Yes, but not yet in the Netherlands, in the Czech Republic.

**Participant 24:** [00:00:44] And I know that I haven't been to Lidl in during Corona. I haven't been there, but I thought they have something like that too. For nuts.

**Xueqing:** [00:00:57] For nuts. Yeah, yeah, yeah.

**Participant 24:** [00:00:59] So maybe not from dish.

**Xueqing:** [00:01:02] Yeah, it's similar, but perhaps the nuts are not in the reusable.

**Participant 24:** [00:01:08] Okay. Oh, yeah, that's right.

**Xueqing:** [00:01:10] Yeah, yeah, yeah. But it's good that it reminds me reminds you of the.

**Participant 24:** [00:01:19] The.

**Xueqing:** [00:01:20] System.

**Participant 24:** [00:01:21] Is sort of similar. But the last time I was there, which is also 18 months ago or so, I noticed that it wasn't there anymore because I don't know, it's always it's tricky because yeah, I think people start eating and it's also hygienic. Yeah. Yeah.

**Xueqing:** [00:01:47] Yes. So here we just use six products as examples. But in the supermarket you can always find the other products which you like to purchase to buy. Then I think you can start to use it. And I will ask you first to try the small cup and fill it with the coconut cookies, which you can find in the review station. The coconut cookies, yes. And the second way you can try the large cup and fill it with whatever you want, you can choose any of the products we provide. And the last one is you can try your self container and fill it with whatever you want. Yeah.

**Participant 24:** [00:02:41] Just if I used the coconut cookies, a small container. Does it stop automatically?

**Xueqing:** [00:02:48] No. You need to control it by yourself. Yeah. So? Yes. So you can take your time to try it and you can just think about now you are in the supermarket and you find a new system in a supermarket and you want to try it by yourself. But if you have any questions, you can also ask me. But otherwise I will just keep silent. And until you ask me the specific question.

**Participant 24:** [00:03:22] That's okay.

**Xueqing:** [00:03:23] Yeah. So I need to remind you that the chip is on the bottom of the cup, so it might be a little bit difference as the instructions on the screen there is a touch screen. Yeah. And for the other things, you can try it by yourself and you can find all the clean ones, the clean cups over there.

**Participant 24:** [00:03:50] Should I read this first?

**Xueqing:** [00:03:52] No, not. Not necessary. Well. And no worries. You just do what you think you should do. Or you can't. No worries.

**Participant 24:** [00:04:12] I should open it.

**Xueqing:** [00:04:15] You are in the supermarket and.

**Participant 24:** [00:04:17] I'm in the supermarket.

**Xueqing:** [00:04:17] I'm not.

**Participant 24:** [00:04:19] You are not.

**Xueqing:** [00:04:20] I'm not here. And the chip is on the button. There is a little bit difference between the cup and the video.

**Participant 24:** [00:05:53] Oh. I feel a bit down.

**Xueqing:** [00:06:26] Do you need any help?

**Participant 24:** [00:06:28] Unlock the dispenser by touching the chip on the bottom of your smart container. Yes.

**Xueqing:** [00:06:34] The chip is on the bottom of the column. So I need to use the chip to touch the regulator. Sure. Yes, yes. Yes. Check the screen. There is other instructions. You can try to find a button which you need to press a button.

**Participant 24:** [00:08:11] This button?

**Xueqing:** [00:08:12] No, a bit lower. Sorry. A bit.

**Participant 24:** [00:08:14] Lower. Lower.

**Xueqing:** [00:08:17] It's a near.

**Participant 24:** [00:08:30] Oh, baby. That's right.

**Xueqing:** [00:08:42] You can decide the amount, the quantity of the cookies.

**Participant 24:** [00:08:49] So you're saying that if you take all.

**Xueqing:** [00:08:52] You can take. You can add more if you want.

**Participant 24:** [00:08:56] Yeah, but if I.

**Xueqing:** [00:09:01] You can press the button by your another hand.

**Participant 24:** [00:09:06] This one?

**Xueqing:** [00:09:07] No. I've been slower paced. Slower? I will point out.

**Participant 24:** [00:09:22] Oh, my. That's not so visible. Sorry. Right. 46. No. Och. Sorry.

**Xueqing:** [00:09:44] You can do it with everyone. You can't do it.

**Participant 24:** [00:09:51] What a waste. Sorry. This is the.Bottom.

**Xueqing:** [00:10:16] And then you need to follow the instructions on the screen. There is some instruction.

**Participant 24:** [00:10:34] Okay.

**Xueqing:** [00:11:02] You can try the large cup second.

**Participant 24:** [00:12:29] I think it's empty.

**Xueqing:** [00:12:31] Yeah. Okay. Yeah, perhaps.

**Participant 24:** [00:12:35] So.

**Xueqing:** [00:13:26] And then you need to fill your own container. Okay. You want to have a rest? We can also have a minute. Some minutes.

**Participant 24:** [00:14:31] Well.

**Xueqing:** [00:14:44] Yes. Okay. Okay. Thanks for shopping with the system. And now we can move to our discussion about your feelings.

**Participant 24:** [00:14:57] Yes.

**Xueqing:** [00:14:58] So, firstly, could you share with me your general opinions regarding the system?

**Participant 24:** [00:15:04] I think the button which you should press should be more visible. But that's I mean, technically, maybe difficult, but that's not visible. Push the button. There is something blue there. Push here. And no, the function is is that was that for the chip. Right. That was for the chip.

**Xueqing:** [00:15:29] Yeah. Yeah.

**Participant 24:** [00:15:30] Well, if you do it twice. Second time it went better. First time not. Uh. Yeah. It's. It's a great system because you. There's so much plastic. There's too much plastic. Everything is in plastic. I have a bucket in my kitchen with a plastic bag. And in a week time, there's a whole lot of packaging materials in plastic. So this is really a good idea. If they have everything we want in it. Yeah, rice. And because if you go to the supermarket, you have. I don't know how many different types of rice, you know, you know yourself how many types of rice you have. So that's a. Difficult. Yeah. But it's an amazing system. I don't know how much it's cost and I don't know how many supermarkets will investigate because it's an expensive I think. And the supermarkets, it's no added value for the supermarkets in price.

**Xueqing:** [00:16:59] Yeah. Okay. And if you could use three words to describe it. If you could use three words to describe the system, what would you say? Oh, what kind of words come into your mind? Positive things. What I like.

**Participant 24:** [00:17:21] Or any.

**Xueqing:** [00:17:22] Any words?

**Participant 24:** [00:17:23] Yeah, I think it's great. And it fits in the, uh, reduce plastic philosophy as we have at the moment. And. Now with a few adjustments. It's very nice to use. Yeah. And not a few adjustments, but just the one with the button. I think the buttons should be. Maybe it should be one, but no know that's impossible now. Yeah, well. But this the content of this is for the Czechoslovakia market. Of course, we should have another we should have other products.

**Xueqing:** [00:18:20] It. Yes, yes. These are just examples. You can imagine that you will have more options in the real supermarket.

**Participant 24:** [00:18:31] It's another thing is that I think it's hygienic. It's very hygienic. It's behind the plastic and it's in the containers are very nice. Pretty containers. Yeah. What is the content of this container? Which is a liter or.

**Xueqing:** [00:18:51] It is 750. Yeah. And they also have the one liter size. But in the research, we only use these two sizes.

**Participant 24:** [00:19:06] Yeah.

**Xueqing:** [00:19:09] And how do you feel about the size? You mentioned the size of the what do.

**Participant 24:** [00:19:14] Well, I would always about this size. I think if I have things like rice or. Yeah, I don't buy these actually. I'm thinking of in the Netherlands, we eat a lot of licorice and there is a pharmacist in downtown Hartford and they have all these bowls with all sorts of licorice. And you have to use yours a scoop and one scoop in one bowl. But that's not so hygienic. And people, I think I'm not sure, but I could just imagine children. This would be much better for.

**Xueqing:** [00:20:14] Why do you think this one is more hygienic?

**Participant 24:** [00:20:18] It's a closed system. It's an image of what's inside. And that's it.

**Xueqing:** [00:20:34] And how do you feel concerning the two packaging solution you just used? One is to use the card provided by the system and another one is to use your self container.

**Participant 24:** [00:20:48] Yeah. Yeah. That's also that's also very nice. You have to tare. You know. And this is already known how much this weighs I think.

**Xueqing:** [00:21:01] Yes.

**Participant 24:** [00:21:03] The containers. Yeah. They've got a good dish. This container is 55gram. This is heavier then. Yeah. Yeah, that would be also ideal. Yeah, I have these. This type of. boxes at home. Maple essential for storage flour. And I would use that to.

**Xueqing:** [00:21:49] So which one would you prefer to use in your daily grocery shopping?

**Participant 24:** [00:21:56] Oh, I would use these, the large ones. But what I always find difficult is that they are round. Yeah. And that's I, I have this is for the fridge and for refrigerating soup, etc. when I make soup, but when I store my flour, rice, etc., all these things, I have containers that are rectangular, so it's easier to use. But the. So I would use that.

**Xueqing:** [00:22:38] Yeah, yeah, yeah. But that's it's because of the shape of the package. The shape?

**Participant 24:** [00:22:46] You mean for storing it for storage? That's easier. Yeah. And also in the refrigerator.

**Xueqing:** [00:22:55] Yeah, yeah, yeah.

**Participant 24:** [00:22:57] But this is. It looks beautiful. This. Yeah, it's very nice. So I can imagine it looks hygienic. Clean with a chip.

**Xueqing:** [00:23:12] Yes. But in terms of the solutions, which one would you prefer for your own container that you just experience the whole process? You need to weigh it and tear it and then you sit. And for for this one, you need to pay the deposit for it.

**Participant 24:** [00:23:34] I need to have a deposit. It's 1.5. Yeah, yeah. But it's, it's no problem.

**Xueqing:** [00:23:41] Yeah.

**Participant 24:** [00:23:42] That's not a problem. But I yeah I have a drawer and, and this would do also. It's not that I. Did you buy six of these? But in the future, I can just imagine that you have a whole lot of things to use. But this moment. Yeah. At the moment. Those are the products that I really don't really use. So.

**Xueqing:** [00:24:28] Okay then how would you judge the different steps during your experience of the system, such as for your first terms? First, a look of the system before you start to use it.

**Participant 24:** [00:24:45] It looks okay. It's just I feel a bit foolish that it didn't work right away. I think these kind of things in a store, it should be very easy to use. And I feel I felt a little bit stupid that I couldn't figure it out where to use the button and where it was and how to use the the code. So if that happens in the store, I get annoyed and I think, well, leave it.

**Xueqing:** [00:25:22] But before you start to use it, do you already feel it's very complex?

**Participant 24:** [00:25:32] No, no. But I think you should sort of machine like this should be like an eye opener. Should be very easy to to use. Very easy to use.

**Participant 24:** [00:25:45] And I was searching for the use of the button. The button. I couldn't find the button. I didn't know which button that was for the first time. And that's not encouraging. Now then that makes me feel a bit stupid that I cannot figure it out how it works. You say you read the manual, but I think something like this should be used without manual. It should be, like, very easy to use. Yeah.

**Participant 24:** [00:26:28] Yes. And, yeah, it sounds a bit critical, but it's.

**Xueqing:** [00:26:33] No, no, no. That's why we do the research. No worries. You can say whatever you want.

**Participant 24:** [00:26:39] It's a beautiful machine and it's really reducing plastic, etcetera. So it's a very good idea and. Yeah. It's a green machine. So. Yeah. Yeah. But the button is, it's. I find it annoying.

**Xueqing:** [00:27:10] Yeah.

**Participant 24:** [00:27:11] Maybe it is. I can also think of a reason why it's bit hidden. Because. Because of the people who just push a button and walk away. You know what I mean? There's something people use for making a flower piece for Christmas. You have that green stuff and there is a story in that. As it was on the news, there's a story and people cannot resist to put their finger in it.

**Xueqing:** [00:27:45] Yeah.

**Participant 24:** [00:27:46] And it was on the news that they have found out something that people cannot put their finger in it anymore.

**Xueqing:** [00:27:53] Yeah. Yeah. Yeah. How do you feel when you are controlling the the dispenser and the filling the product?

**Participant 24:** [00:28:05] That's okay.

**Xueqing:** [00:28:06] It's okay. Yeah.

**Participant 24:** [00:28:07] Yeah. I don't know why it filled so much. The cookies. Yeah. Yeah. Should I? I should have stopped it early because it's. And yeah, it's not that it's a good read. It's a small container and it's filling it up till to the top and then it stops automatically.

**Xueqing:** [00:28:45] No, it's not automatically. So you always need to control it yourself. But what if the some something just happened like you you experienced. There are some dropping overfilled and dropping pieces. How do you feel at that moment?

**Participant 24:** [00:29:04] Oh, that's part of the foolishness and it's also a waste. I don't know what to do with it, so I throw it away. Yeah. Yeah. And that's waste because we don't want waste.

**Xueqing:** [00:29:25] What are the positive elements come into our minds regarding this system?

**Participant 24:** [00:29:32] Yeah, I think it's. Yeah. What is positive is that that they also deliver the container with the chip. And there's a there is an app that's. That's something for the future. It's looking at the future. At the moment, not everybody has a smart cell phone, but people will have more and more unnecessary something. And the containers are very nice. And I think it's a good system.

**Xueqing:** [00:30:15] And what's the potential problems? Problems?

**Participant 24:** [00:30:21] Well, I think our.

**Xueqing:** [00:30:22] Problems.

**Participant 24:** [00:30:23] At the bottom. But that's that's when I say that. I also realize that if you have a button on a very easy looking place on top of it, that people will push buttons. So that's that cannot be done. So you have to figure it out how it works. And then it's very easy to use.

**Xueqing:** [00:30:47] Yeah. Yeah. Yeah. Is there any other problems? Because you can think about the whole process. You use it after you take this back home and you need to finish it and such as it. And then you need to bring the empty packaging to the supermarket where you go to when you go shopping.

**Participant 24:** [00:31:14] No, that's not a problem.

**Xueqing:** [00:31:16] No, it's not a problem. No, no.

**Participant 24:** [00:31:21] I live in an apartment and my supermarket is right now, so I cannot see a problem there. But I can imagine that if you have to go farther away. But that's not really a problem.

**Xueqing:** [00:31:34] Okay.

**Participant 24:** [00:31:35] But what I think is might be difficult that you have to if you have your own container, you have to tare. And. It's if you don't. Ah, what happens? If you weigh the container and you don't tare the container.

**Xueqing:** [00:31:57] You need to start it first. And after that you can unlock the dispenser. Otherwise, nothing will come out.

**Participant 24:** [00:32:09] I put the container on the scale and then you have the tare and then you can use.

**Xueqing:** [00:32:17] But yeah, yeah, yeah. If you, if you don't tear it then you couldn't get it. The things from.

**Participant 24:** [00:32:23] Oh really. Yeah. Oh well that's good. That's, that's a plus.

**Xueqing:** [00:32:29] Yes. Smart. Yeah. Yeah. Okay. So if this system is available in our in the supermarket near you, do will you use this system?

**Participant 24:** [00:32:47] I would think so, yeah. Yeah.

**Xueqing:** [00:32:52] What kind of motivation you think you to use it?

**Participant 24:** [00:32:58] Well, the motivation.

**Xueqing:** [00:33:03] Oh, why do you think you will use it?

**Participant 24:** [00:33:05] ]It's a green machine. And. And it's for. How do you say that? It's familiar technical. I cannot find the words. Sorry. It's okay. It's an aspect of yeah, we say milieu, but I don't know the English word for it.

**Xueqing:** [00:33:45] Yeah. Yeah. Okay. No worries then, because today we only provide you with six products as examples. And as you mentioned before, some something like nuts and other products may also be suitable to use in this kind of system. So now we will discuss about what kind of products would you find that this system is useful in your daily grocery shopping?

**Participant 24:** [00:34:18] I could imagine like something like cereals, rice and things that contain a substantial thing, like, not like not something like flour or.

**Xueqing:** [00:34:36] Yeah. Why do you think flour is.

**Participant 24:** [00:34:38] Not stuff that's too thin material. Yeah. Something that I like this or that's better, I think. And from about. Corn to make porridge in the morning.

**Xueqing:** [00:35:01] Yeah.

**Participant 24:** [00:35:04] And something like rice could do. I would not use coffee beans or the crackers.

**Xueqing:** [00:35:19] Yeah. And how about the non-food product?

**Participant 24:** [00:35:23] The non-food.

**Xueqing:** [00:35:25] Now they are all food products. How about the non-food product?

**Participant 24:** [00:35:30] Oh.That could be before, for instance, nails and that sort of thing. Paper clips? I don't know. Perhaps more a non-food product. Yeah, I have to think. What kind of non-food product that could be.

**Xueqing:** [00:35:50] Yeah. And you can refill it. Non-food. What kind of non-food product in the container.

**Participant 24:** [00:36:00] Yeah. I'm thinking of which be could be. It has to be small because the opening is not so big. Yeah. candy could also. But that's also food. Yeah.

**Xueqing:** [00:36:20] Such as detergent. Or shampoo or some cleaning powder.

**Participant 24:** [00:36:29] Well, there is something for cleaning. There is something for cleaning, but I don't think detergent. I wouldn't use that in this thing. I don't know why, but. I think for food is very nice for food.

**Xueqing:** [00:36:47] And now that all the foods are the dried fruit, do you think the.

**Participant 24:** [00:36:53] Wet?

**Xueqing:** [00:36:55] Or liquid?

**Participant 24:** [00:36:58] Liquids. If you think of a liquid food. Liquid? Yeah. Beer, wine? No, I don't think that would be. It could be from another machine. And the soap also may be another machine. But I have I have entered in a survey also from here was a few. Did you do that? Yes, you did?

**Xueqing:** [00:37:30] Yes it is me! Yeah.

**Participant 24:** [00:37:30] I did. That was for show. And I was also a bit critical because I can just imagine the mess, the people using the container for the soap, it makes the floor slippery, etc..

**Xueqing:** [00:37:45] But yeah, yes, it's that one is the online version. So you can it's in that way you can only use your imagination to think about if you really use it. And this one is more physical and available for you to try it. Yeah.

**Participant 24:** [00:38:02] But I don't think soap or liquid soap like I don't think that would be something I would use in this machine.

**Xueqing:** [00:38:12] Yeah. What kind of risk or concerns you?

**Participant 24:** [00:38:16] Yeah.

**Xueqing:** [00:38:17] What kind of risk?

**Participant 24:** [00:38:23] Yeah. It makes it very the floor and home sheets very slippery if you use that. Yeah. Yeah. The sticky.

**Xueqing:** [00:38:39] Okay. And after you have more consideration of the system, do you think this system will offer the benefits for the environment?.

**Participant 24:** [00:38:56] In general?

**Xueqing:** [00:38:59] Over after you have the overview of it, do you still think it can offer the benefits for the environment?

**Participant 24:** [00:39:06] Yes, yes, definitely.

**Xueqing:** [00:39:09] So what kind of benefits.

**Participant 24:** [00:39:12] Well, the it reduces the plastic. That's the main benefit.

**Xueqing:** [00:39:25] And for which kind of products you think the system will offer the greatest environmental benefits?

**Participant 24:** [00:39:33] The greatest? Yeah, I think for these dry products, there are lots more dry products, but. I think that's really for dry products. Yeah, there's also I think you were talking about wet. I'm thinking of little pieces of fruit. Yeah, that's wet. But that's makes it so sticky. And yeah, you have to clean the container and it has to be fresh. And this is more. A longer period of time to use it. Easier for that reason.

**Xueqing:** [00:40:25] Yeah. Okay. To. To achieve the environmental benefits, this cup will encourage you to re-use it for many times. Otherwise, we couldn't be really sustainable. So for this kind of cap, how many times do you think you will re-use it?

**Participant 24:** [00:40:50] I have another question.

**Xueqing:** [00:40:51] Yeah. You Can ask.

**Participant 24:** [00:40:56] If I throw this in the container for with plastics, there are plastics that cannot be destroyed in a good way. Are these containers easy to to store? Is it a good, good plastic?

**Xueqing:** [00:41:18] Yeah, it's a recyclable.

**Participant 24:** [00:41:19] Recyclable. Does it say that it's recyclable somewhere? Yeah. It's all in. Yeah, it's in check, but.

**Xueqing:** [00:41:31] Yeah. Because normally in the system these empty cups, after you return it to the system, the empty cups and also the empty containers will be sent back to the factory and then the factory that will clean it and reseal it. And then this one will be sent back to the system for the. Next consumers. So this one is always reusable, but when it could be reused anymore, it will be recycled by the factory.

**Participant 24:** [00:42:06] Or by the factory.

**Xueqing:** [00:42:07] Yeah, they will take it. If you return it to the system.

**Participant 24:** [00:42:12] You can always, always get your money back. You don't have to throw it away.

**Xueqing:** [00:42:16] Yeah. Yeah. Oh.

**Participant 24:** [00:42:20] I think I use it a lot because it looks very neat and clean and easy to clean. It's very comfortable. It's a soft plastic. So easy, easy to clean.

**Xueqing:** [00:42:44] With which moment that you will decide to return it or replace it.

**Participant 24:** [00:42:51] But it's scratched. And if I cannot see through anymore.

**Xueqing:** [00:42:58] You may see the product inside plastic.

**Participant 24:** [00:43:04] It's very strong product, but it gets the white gets yellow, you know.

**Xueqing:** [00:43:13] Yeah.

**Participant 24:** [00:43:13] And when that's when it doesn't look of tighter. But when it doesn't look good anymore, not when you say, hey, that's. Yeah, so, but that's I can imagine that I could use it for a year or maybe longer.

**Xueqing:** [00:43:37] And how do you feel about the scratches? You mention the scratch.

**Participant 24:** [00:43:41] Scratches.

**Xueqing:** [00:43:42] Scratch.

**Participant 24:** [00:43:43] I don't feel that it really scratches then it's not so hygienic any longer. But if the scratches are on the outside maybe.

**Xueqing:** [00:43:56] Yeah. So the you said the scratch will make you feel it's not hygienic, right.

**Participant 24:** [00:44:06] But. You know, scratch, scratch. Some examples. It should look clean and If it doesn't look the look I don't know the word. If it doesn't look like you saying, hey.

**Participant 24:** [00:44:32] To have some of this, you know, if the whole thing is dirty and.

**Xueqing:** [00:44:38] Yeah.

**Participant 24:** [00:44:39] Yes. Worn out?

**Xueqing:** [00:44:42] Yeah. Yeah, it is just very little. Then.

**Participant 24:** [00:44:46] Then that's not. Not a problem.

**Xueqing:** [00:44:49] Yeah, but what if the scratches or the little damage not. Not made by yourself, but made by the previous consumers, they return it and it is cleaned and resold. But still, there are some little damages which.

**Participant 24:** [00:45:08] I would not accept. It probably should be. It should be neat and clean. Yeah, yeah, yeah. Oh. They in the factory, they do not melted and make new ones. They clean it.

**Xueqing:** [00:45:30] Yes, they will have the standard of the if this one is still reusable or is already very a lot of damage, then it would be recycled. Yeah. So you mean that's your mind is a square or the damage made by the others.

**Participant 24:** [00:45:51] But they not. They are not going to return and damaged with scratches to the store. Right. The factory.

**Xueqing:** [00:46:02] They can return it. They still can return it.

**Participant 24:** [00:46:05] I can return it. But the factory cleans it and labels it again. But are they going to if it doesn't look good, are they going to still return into the store, do you think?

**Xueqing:** [00:46:19] I think it depends.

**Participant 24:** [00:46:20] On how much. How bad?

**Xueqing:** [00:46:23] How bad. Okay. Yeah. Yeah. So there will be still that when you pick up the cup from the that part of the box, you will always know. Or you can also always notice some very little signs of usage because it's reusable.

**Participant 24:** [00:46:42] Yeah.

**Xueqing:** [00:46:43] And. And and you are right. It depends on how bad or how much damage it has. Yes. So besides the system, you just used it today, there are also some other solutions, other systems which also encourage consumers to reduce the packaging, such as here I have three examples and the first one is called Loop. This one, the producer, they will pre-filled the product in the metal packaging. As you can see in the image, they use the metal package. And on the package itself is do keep the Browns branding information. And also all the product information is just like what we buy from the supermarket, but change the material of the package. So to use this one, you purchase the product in the supermarket with the deposit for the metal package packaging, and after you finish the product inside you, you will return the metal package, empty metal packaging to the system just like what you do with bottles nowadays. And the system, the factory. They will clean and refuse the product. So you don't need to review it by yourself just to use it, finish it, return it and get a refund. So the difference between the loop and the system you used today is it only have the return option. There are no refill options in the loop. And they use the metal packaging and they have the brand, the information on the package. So that's that's a difference is for the middle one is Peter as well.

**Xueqing:** [00:48:54] You perhaps heard it heard about it before or not. This one in the Netherlands, the Peter Port. Yeah. So normally consumers, they will purchase the product online and then they deliver the product in the glass jars to the door. That's still you need to pay for the deposit for using the glass jar and after you finish you return the empty glass jar through the pickup service. They will pick up and collect the empty glass jars at your door. And for this one, the difference is, is that they use the glass as the material of the package and then they use the pick up service to collect the empty, empty jars. Yep. And is this a similar thing? Is that they also they don't have the brand branding information on the package either. Same like this one. They only have the very basic information on the label, product information on the label. And the last one is called Over and over. They have their self self owned branding on the original packaging. So you just buy it like some detergent or some shampoo or the other cleaning or self care products from the supermarket. And when you finish the product, you can use your original packaging to refill it, refill with the same product. And that's why you don't need to pay for the deposit because it's just a normal but refillable packaging.

**Participant 24:** [00:50:44] This is what you had your earlier survey about, about shampoo and.

**Xueqing:** [00:50:51] Yes.

**Participant 24:** [00:50:51] So yeah. Yeah.

**Xueqing:** [00:50:54] You have a good memory on that.

**Participant 24:** [00:50:58] yeah yeah

**Xueqing:** [00:51:04] This one is more like the that one and the the loop is more like the returnable system, but I think you receive the refillable version. There are a lot of version in that survey.

**Participant 24:** [00:51:15] Oh ok. I remember just the question. Do you. What do you like? Do you think you use it? What do you think? So then I. I imagined in the supermarket, like, this is a soap. I mean, I think of spilling spillage on the floor. But it looks great. But then the store owner has to do something about it. I noticed Ecover has also. Also something reusable in the supermarket.

**Xueqing:** [00:51:52] Yeah.

**Xueqing:** [00:51:58] Yeah. So my and do you have any questions regarding the two different systems that I have to you.

**Participant 24:** [00:52:08] No

**Xueqing:** [00:52:10] You can distinguish the differences between.

**Participant 24:** [00:52:17] Yeah. I think this middle product is more expensive. It looks very fancy. A friend of mine has that. He uses that, I think also for nuts.

**Xueqing:** [00:52:28] Yeah. That's a product.

**Participant 24:** [00:52:32] And for this have. I don't use all these. Probably not that much. Not in such large quantities.

**Xueqing:** [00:52:52] Okay. Then how, how do you evaluate this three systems.

**Participant 24:** [00:52:57] Compared to this one.

**Xueqing:** [00:52:58] Yeah, compared to the one you used today to see some specific pros and cons. Often it's of this one. You can share whatever you want.

**Participant 24:** [00:53:15] This product is easy to use. They will bring it to you at home. You can return the empty parts or use them or keep them whatever you want. And this is something you do at home, right?

**Xueqing:** [00:53:30] Yeah.

**Participant 24:** [00:53:30] You buy metal and you fill. You fill the bottle yourself.

**Xueqing:** [00:53:36] Yeah. Oh, you feel both of our stuff.

**Participant 24:** [00:53:39] Right?

**Xueqing:** [00:53:40] No. You will buy the package, which is already filled. Already be filled. It's just like the normal product that we buy from the supermarket, such as the shampoo. It is already filled with the shampoo. The specific shampoo.

**Participant 24:** [00:53:57] With the bottle?

**Xueqing:** [00:53:58] Yeah, with the bottle. It's just a change, the material of the package. So for this one, it's more like the the bottle recycling system we have in the supermarket. Just grab the product in the supermarket. Use it, finish it and return the empty packages.

**Participant 24:** [00:54:18] Oh. Because. No, I get it. Yeah.

**Xueqing:** [00:54:22] So you don't need to review anything. It's already there. You just use it. Yeah. Oh, okay. Yeah. This one's having us. It's already there. You just buy it and eat it and return the empty package. So for that's for loop. And the Peter point, you don't need to feel anything is already inside the package.

**Xueqing:** [00:54:50] And you don't need to clean the package. Come to the factory, they will take in take charge of that.

**Participant 24:** [00:54:59] Well, that looks then. Interesting. I looked at the products, but I should look at the products. But the idea that's just good. I might use the loop. I like the loop because you returned your. That's not so cost effective. Right. For the food?

**Xueqing:** [00:56:12] Yes.

**Participant 24:** [00:56:13] Thinking of the supermarkets, especially the evidence that it's very competitive market in that.

**Xueqing:** [00:56:26] You know, so as a consumer, you would prefer to use this kind.

**Participant 24:** [00:56:37] Yeah. Yes. Yeah, because it's more that. I live alone. I'm not. It's not worth while for me. And I'm not so green that I use Ecover. My sister does, but I do. But it's for any other product.

**Xueqing:** [00:57:01] Yeah, yeah, yeah. Just to think.

**Participant 24:** [00:57:02] About the solution. Could it be any other?

**Participant 24:** [00:57:14] Instead of saying.

**Xueqing:** [00:57:15] Yeah, it's okay, we're almost finished. Do you have any other thoughts or ideas or anything?

**Participant 24:** [00:57:24] No, I don't think so, no.

**Xueqing:** [00:57:28] I have reached the end of the interview. Thanks for sharing my time. And so.

**Participant 24:** [00:57:35] I hope that was of help.

**Xueqing:** [00:57:36] Help. Yes. Yes. Because I have a lot of different participants in different age, different backgrounds. So everyone will provide some they have some very common insights, but still everyone has some specific insights based on their own habits or the routine of doing the short term grocery shopping.

**Participant 24:** [00:58:02] Yeah.

**Xueqing:** [00:58:03] Yeah. That's great. That's good. Okay.

**Participant 24:** [00:58:07] Shall I give you a date?

**Xueqing:** [00:58:09] Yes. Thank you. I will go to a switch of the equipment and can check your agenda.