# cut13.mp4

**Participant 13:** [00:00:00] So do you want me to do it out loud?

**Xueqing:** [00:00:01] Yeah, I think a lot. Let's just say, you know, you are in the supermarket, so you need to try it. So if you have any problems, then I can figure it out.

**Participant 13:** [00:00:14] I like to spend my touch with a chip on one of your. Okay. Thank you. Push this fence. It's a little bit different from. Oh, it doesn't. Now goes. Label. Please. It's bigger than the cup itself. You could say I'm struggling. I want to. You know, first MIWA cup. Coffee beans. Definitely. Food smells good. Other containers to replace your container without lid on the scale.Choose and project. Okay.

**Xueqing:** [00:03:47] Okay.Great. Thanks for your shopping with the system.

**Participant 13:** [00:03:53] Yeah.

**Xueqing:** [00:03:54] Yeah. Now we can move to the discussion about your experience and feelings towards the system. Yeah. So first question, could you share with me or general opinions regarding the system?

**Participant 13:** [00:04:09] Well, I was searching a bit to find the button that wasn't very clear, so I felt a bit uncertain, didn't know if it ran out or if I did something wrong. But I managed. And I wasn't sure. I was curious with this one if it would fail, because I don't know if it's a coincidence that it exactly topped off or if it's just me being lucky that it wasn't too much. Okay. Okay. Because I expected it. Because I told the machine what cup it was. I didn't think about the risk of the thing overflowing.

**Xueqing:** [00:04:49] Oh, yeah.

**Participant 13:** [00:04:50] I thought it would measure. Exactly. And then I suddenly saw the amount and I thought, oops. So this was an assumption of mine that it would be exactly this amount. I don't know why I assumed. I didn't. So that was my experience. I couldn't find the button. But that's details. I think it's user friendly. And I was very curious because I thought one of the downsides would be that you do not know when it's expired, but it says on the sticker. Yeah, I saw.

**Xueqing:** [00:05:23] Yeah, there are some basic information.

**Participant 13:** [00:05:25] Yeah, that's great. Yeah. So that makes it more user friendly for me because sometimes I use my products super fast, but also often I find products that are they're the best due date. And also then I don't know anymore, especially the ones that are in tins or containers, I often realize, oh, too bad I threw away the package because now I don't know. And because of the sticker, you don't have that problem. Yeah. So I liked it.

**Xueqing:** [00:06:02] And if you could use three words to describe the system, what kind of words come to mind?

**Participant 13:** [00:06:10] Yeah. Durable. It feels like at least I hope it is.

**Xueqing:** [00:06:22] Why it makes me make you feel durable.

**Participant 13:** [00:06:25] Less waste.

**Xueqing:** [00:06:26] Less waste.

**Participant 13:** [00:06:27] That's what I'm hoping for. Yeah. Um. Because I have my separate garbage at home and it's so much plastic. Yeah, it's crazy. So durable. User friendly. It's not really a word. You have to be prepared when you go shopping. I don't like that would be difficult.

**Xueqing:** [00:06:53] Why do you think it's difficult for you to prepare?

**Participant 13:** [00:06:56] Because often I do my groceries spontaneous after work or before I pick up the kids or. And also my men. My husband does the shopping a lot after work and he's super chaotic. So even the bottles that you have to bring back to the supermarket, he always forgets then. We have 20 of them at home. So you have to remind yourself to bring this before you go. So it's difficult when you do spontaneous shopping. But yeah, if the dispositive is not too high, I think we would use another cup and then once every two months bring back ten of the cups. Probably that will. I think that is how it will work in my house.

**Xueqing:** [00:07:50] Yeah. Okay. And how do you feel concerning the two packaging solutions you just experienced? One is to use the cup provided by the system and another one is use your own container.

**Participant 13:** [00:08:04] Yeah, these containers, my own container. I use them for everything at home also because they're very cheap. Um, and you can take your bread in it, but also so you can stack them in your cupboard. So that's why I like these. And also then I have a lot of the same. And when they're empty, I can stack them also. And they almost don't take any space when they're empty. That's an important part of the because we have a very small kitchen. So I love these. But for this system, this is more the high containers or the cylinders are more user friendly because the chance that it overflows is smaller because you can. Yeah, it is a better match with the system and the White Cup that I took from my home.

**Xueqing:** [00:08:52] So which one would you prefer to.

**Participant 13:** [00:08:55] Use this system? I prefer the cup that matches the system.

**Xueqing:** [00:09:00] And how you will use it. I mean, after you first get it from the system, would you prefer to return it next time and get a refund or you will keep reusing it?

**Participant 13:** [00:09:11] Best would be to keep reusing it, but I know that I won't always have the container with me, so probably I will buy more than I need and bring back some I think. But when that's the case, it would be useful if if you can stack them or you can stack them. You cannot if it's shaped like this, you can stack them without taking up too much space.

**Xueqing:** [00:09:42] And how do you judge the different steps during your exploration, such as for your first glance? How do you feel about it?

**Participant 13:** [00:09:52] The steps that I have to take. I mean, what a machine. The first glance. The machine. It reminds me of the machine that I saw all the time. Yeah, I think it's bread toppings and some of these. Yeah. So. It seems like something that I could bump into in the supermarket tomorrow. Doesn't seem like a crazy plan or very. It seems friendly. And clear, clear menu.

**Xueqing:** [00:10:35] Okay. Now, how do you feel when you are learning how to use it? Through the instructions on the screen?

**Participant 13:** [00:10:47] There was. It wasn't that difficult. Only the button I had to search. And I didn't know why it stopped with the crackers. Nothing came out anymore. I don't know if I did something wrong or it's just finished.

**Xueqing:** [00:11:01] Sometimes the products were stucked.

**Participant 13:** [00:11:03] Yeah, probably.

**Xueqing:** [00:11:04] There is a metal lever.

**Participant 13:** [00:11:07] I'm not sure. Oh, that's why it's to wobble. And then they're.

**Xueqing:** [00:11:11] It helps products to come out. Yeah.

**Participant 13:** [00:11:14] This I didn't figure out. So I didn't find the push button. That was a search for me a bit, also because it was a little bit different than on screen. But the menu itself with the steps were very clear. It's quite easy.

**Xueqing:** [00:11:33] And how do you feel when you're controlling the dispenser? And filling in the product. Perhaps it's different. Depends on the product you filled.

**Participant 13:** [00:11:59] I don't know if I feel anything, but I control it. Yeah, yeah, I just do. I don't feel anything specific. The only thing is, you don't really see the crackers, the product. So what if you decide you don't want them after you saw it? Yeah, because often I grab something from a shelf in the supermarket and check it out and put it back. I don't like online shopping because often I buy something and in real life it's smaller or bigger or I think it's a thin waffle or whatever and it's thicker or so I like to go to the supermarket and hold it. Yeah. And what if you don't? That's the question. I wonder, what if you with coffee beans, it's obvious. But for example, with the cracker, you have no idea of the scale when you see it. Yeah. And then when I see it now I think, oh wait, these I cannot use to put some cream cheese on for example or sauce or whatever. So, uh, yeah. Then you're stuck.

**Xueqing:** [00:13:12] And what are the positive elements coming to your mind regarding this system?

**Participant 13:** [00:13:19] Well, the durable, I think it's user friendly. Positive. It's a positive way to. It makes me feel like I contribute a little bit, even though it's just doing my groceries. At least I'm taking some effort to not just consume. So I have positive associations with it would be nice if this is the future. That'd be nice. Especially the bigger it is. The system within the supermarket, the more interesting it is. If you buy all your because I saw it before, but then just with bread toppings, it's very specific and I don't buy these regularly enough to make it interesting. So once in a few weeks I have one cardboard box. And so it doesn't feel that interesting for me. But if you have lots of products in this machine and I think it's easier to just do your groceries in this way.

**Xueqing:** [00:14:35] Okay. Then what has the potential problems coming to your mind?

**Participant 13:** [00:14:39] Potential problems that you that you have the product and what if you don't want it? It's different than you expected. That is a practical problem for me. For me, a practical problem will be that I'm collecting all these containers at home and I have a lot. So it's good to know that you can also bring them back. Otherwise, I would not do it. And it's nice that you can also use your own container so you're not forced to use the system. So maybe some people want. I saw the glass jars in the picture. Yeah. Oh, I know. In the email I saw glass and they look very nice in the kitchen. So if you bring those. Possible problems. Yeah. Did it get stuck or what? When is empty? In this system you cannot see if it's almost empty. So you start filling up your container and if it's just a little bit you need more then you have to buy the you have this a little bit of rice maybe. And you have also have to buy a package of rice. Yeah. That's a practical problem. No.

**Xueqing:** [00:16:01] And how would you evaluate the system in terms of the hygiene.

**Participant 13:** [00:16:06] What is hygiene?

**Xueqing:** [00:16:07] The hygienic issues?

**Participant 13:** [00:16:08] Oh, yeah. Well, you don't touch the food, so that's good. Yeah. It's also very in the current situation. I'm tempted to say not hygienic because you're touching things and people after you are touching the same screen the same. But that's because corona. if you would have asked me before corona, there will sometimes be an afterglow and I hope that it won't feel unhygienic to me. Yes. It's just in this corona situation, you don't want to touch the like a door handle that everyone uses. And it's the same with these buttons. Yeah. Very current.

**Xueqing:** [00:17:10] How do you evaluate the system in terms of the complexity, the ease of use?

**Participant 13:** [00:17:17] It's I find it easy to use. Yeah. Yeah. I have to figure it out once and then I'm good.

**Xueqing:** [00:17:27] So would you use the system if this one is available in your supermarket?

**Participant 13:** [00:17:33] I think I would, but I don't know if I use these specific products a lot.

**Xueqing:** [00:17:40] Yeah, it can be the other.

**Participant 13:** [00:17:41] But it can be exactly. It can be anything. So yeah, if it has products in it that I use a lot on a regular basis like pasta. Yeah. Yeah. Um, then I would definitely. And if it's products that I use maybe once every few weeks or months, then it's not that interesting to me. Like lentils, for example. I used them sometimes, but it's really rare. So for that, I probably will not. But if this is the future and it's normal, then you put everything in a jar.

**Xueqing:** [00:18:30] So for which kind of products we do find this system is useful.

**Participant 13:** [00:18:36] Actually very curious with the coconut cookies now

**Xueqing:** [00:18:42] you can try it.

**Participant 13:** [00:18:43] Is it for yogurt or just a snack?

**Xueqing:** [00:18:47] You can also use it for yogurt.

**Participant 13:** [00:18:52] If this, for example, would be my kids get to know this and they can use it for their dessert. Then I can imagine that they buy this more often and use this. And also for pasta. Unfortunately, I don't have a coffee bean machine. Otherwise, I would definitely also coffee, for pasta, sugar. I'm trying to think of my cupboard. What do I use? A lot. Maybe not sold because I don't use it in big quantities.Rice and all types of like macaroni. And it's maybe not useful for spaghetti, but different types of pasta. Suppose things that are dry.

**Xueqing:** [00:20:08] What do you think it should be dry?

**Participant 13:** [00:20:11] I'm not sure. Otherwise it's sticky. And maybe then it gets stuck easily. That's why I think it should be dried.

**Xueqing:** [00:20:22] How about the non-food product?

**Participant 13:** [00:20:25] Non-food? I think it can be very interesting. I don't have pets, but for dog and cat food a lot because lots of people have their container that they put in because you buy it in a box. But the boxes, if you open it, it's always open the container. So I used to have cats and a dog. I would if I would have. I definitely use it for this. And bird food or whatever or animal food. So it's also food, I think. Let's see what else? Non-food articles. Trying to think of our groceries. What we buy. Tea, coffee, bread, yogurt for yogurt, for example. It. These we buy a lot. I don't know if you can fill bottle or milk or but I'm not sure if it's interesting enough. So drinks, bread, toppings, it also already exists. And I know if it works for sticky stuff, for example, chocolate based something we use a lot. It's the favorite formula for everything on your bread. Then the sweets chocolate base is the most favorite one. So if I could fill a jar, I think I would. Yeah. Spices, maybe. But then you need a lot of these because there's so many. And I think it's interesting when you can buy most of your spices with the system. If it's only, I don't know, oregano, pepper and just a few things, then maybe it's not that interesting. But if you can switch to old spices, then it can be interesting. No. I cannot think of other. Probably there are many. But what are your suggestions for non-food items?

**Xueqing:** [00:22:38] Such as? Some, but most of them may be liquid, the detergent liquid or some cleaning powder cleaning the I don't know how to is a clothes cleaning capsule. Yeah.

**Participant 13:** [00:22:54] Oh, yeah. For your washing machine. Your dishwasher? Yeah. Yeah. Why not? From my dishwasher. I just always check out which ones are cheapest because. Yeah, for the machine, it's always better if you add salt and shining. So it's better if you put it directly in the machine so you can buy the fancy tablets that also have it inside. But they told me when I bought the machine it's better to just use the same tablet. So I just buy the cheapest one. So if I can buy, I fill my own container and it's fine. Or for these, maybe you buy a plastic, a paper bag. Otherwise you have to bring big boxes and then it's less interesting with this it's small containers and it's alright if, if I remember to bring them. But when you buy your cleaning products it's often in very quantities. I do, I buy them and I wait for the sale and then buy them in a bigger quantity because it doesn't have a due date. And then it's less interesting because then you have to bring it.

**Xueqing:** [00:24:10] And for which products would you find? This is not useful or not suitable. Like what you mentioned?

**Participant 13:** [00:24:19] Yeah. Sticky. Sticky problems. Sticky products. I see problems. Maybe with the short due date. I'm not sure how. I would wonder, for example, with the crackers, if it's not used for one or two days, is it still fresh? It's sealed. One thing, though I forgot to mention, I didn't saw the price of the products.

**Xueqing:** [00:24:51] Oh, when you weighted on the scale. You will see the price.

**Participant 13:** [00:24:56] Yeah, but beforehand. Yeah. For me, the price is also one of the reasons to decide if I want the product or not. I compare it. I don't with food especially. I don't always buy the cheapest, but I do want to compare. Yeah. Sometimes I'm surprised about prices and now you know, in the end. But then it's already in my container. There's no way back. So.

**Xueqing:** [00:25:24] Okay.At which stage you would like to know the price？

**Participant 13:** [00:25:30] When I walk by. So I want to read it while passing by.

**Xueqing:** [00:25:34] Okay. So it should be shown on the product.

**Participant 13:** [00:25:39] Also, not when you're pushing buttons because then it's like when you're walking in the aisle of the supermarket and then I check out, I see the different products and I can compare and checkout. Or sometimes you want to read a label, how much sugar is inside?

**Xueqing:** [00:25:59] So now the product information on the screen. You need to click some button and then check the information of it.

**Participant 13:** [00:26:09] Yeah, this product information, I can imagine that you don't show it here, but you have to click the screen. But the price I would like to know that when I stand, for example, in the supermarket and I see coffee beans here and I also can see the other coffee beans, I can see these are the net per kilo. Per kilo. I choose. You decide. And then you start the whole process.

**Xueqing:** [00:26:35] Yes. Do you think this system offers benefits for environment?

**Participant 13:** [00:26:47] Yes, well, I hope so. I think it depends on what. Uh, boxes you use because if they're not very durable or whatever, then it's not much use. But I think definitely it can have a positive effect because you use less plastic, produce less waste. So that's nice.

**Xueqing:** [00:27:17] For which product do you think. This system offers the greatest environmental benefits.

**Participant 13:** [00:27:24] For the products that use most plastic. And that we use often.

**Xueqing:** [00:27:30] Use often.

**Participant 13:** [00:27:30] Often. Yeah. Because if I for example buy it's called buster tiger. It's a type of sugar that you use for cookies or this I don't use a lot, so I buy a packets, it's wrapped in plastic, but it's in my couple for a year or two years. I sometimes use one spoon. Yeah, but my regular sugar, I use it also for baking and for coffee. And when I make a tomato sauce, I use a little bit of sugar. So I use more often I produce more plastic or I use more plastic while using this product. So this I would be more tempted to put it in a cup. Yeah, I do it now at home, but still I throw away the plastic. So it would be nice if you put it in the supermarket immediately in this cup instead of when you come at home and then the way. So for me, the product that I use most and that used most plastics like pastas, like the sugar, my bread topping that I use most often is, is packed in a cardboard, so like a chocolate toppings and it's in a cardboard. So for me I would focus more on the plastic. Yeah.

**Xueqing:** [00:28:40] Okay. And how many times do you imagine that you will use the cup before you return it or replace it?

**Participant 13:** [00:28:52] Well, I think you can use it a long time. Is it dishwasher safe? With.

**Xueqing:** [00:28:59] No it's not. Because there is a.

**Participant 13:** [00:29:02] Yeah.

**Xueqing:** [00:29:03] It couldn't be put in.

**Participant 13:** [00:29:04] Yeah.Well if it's, if it's the coffee bean, then you don't empty it that often and you don't have to clean it. Yeah. Same with the pasta to clean it. So then I think I will use it many times. But with these products, like the cookies or the crackers, you have to clean it and. Really big family. We have a family of six. So everything we can, we bring the dishwasher and we wash the bands by hand and some of the children's cups. But I try to I always hope it's not too much. Less is more. So for these products, I think I will be more tempted to bring it back. Grab a new one clean container. It's very easy. It's honest, a bit embarrassed. But I need.

**Xueqing:** [00:30:06] To be honest. Yeah.

**Participant 13:** [00:30:07] I can imagine that for me would be amazing. Yeah.

**Xueqing:** [00:30:11] So. But as you know, the cups you picked up from the system also reused by the others because maybe it is the other consumers. They return the cup and there's a cup is cleaned and resealed again. So it might show some little scratches on the surface. Scratches on the surface of the cup. How do you think about this kind of signs of usage?

**Participant 13:** [00:30:39] Well, a few scratches don't mind at all, like with this container, but it still has to look clean when it's less see through because of all the scratches, then it looks less clean and it's less tempting to use it. I think my honest answer is if I see a few of them and one is very scratched and let's see through, I will grab the other one just automatically. Yeah. And with the coffee cup I think I will just if I bring it to the supermarket I will fill it again. And with the cup that I had, the crackers or the cookies in, I think I will be tempted to when I'm there, it's just as easy to just bring it back and grab a clean one. If I don't have the time or didn't think about cleaning it, then just grab a new one. Yeah. Yeah. I don't mind that someone used it before. Okay. It's the same with your bottles.

**Xueqing:** [00:31:38] And then besides that, we will move to the next section. Besides the MIWA system you experienced today, there are also some other solutions which also encourage consumers to reuse the packaging. And now in this section, we will compare the other solutions with the mirror system. As you can see, there are three examples and the first one is called Loop. And in this system, the producer there will feel the product. It can be food product or the food product in the metal or glass packaging. And you purchase them in the supermarket with still with a small deposit and then use it at home. And after you finish it, you need to return all the empty packaging to the the returns point and then get your refund. So the difference between this one and the new system is they use a different material for the package and also they have the original branding information and all the product information on the surface of the package. Like the Haagen-Dazs, you can see it is almost the same ones with what we buy from the supermarket now is it's just change the material material of the package and make it reusable and returnable. So this is a loop and the middle one is a Peter Port and this one you need to order the product in the store. Or there are also some physical stores but not very common in each cities and they will deliver the product to your door and you use it at home.

**Xueqing:** [00:33:36] And after you finish the product, you need to return the empty pots through a pickup service, or you return it by yourself to the. Store to physical stores. So for this one, as you can see, there are no branding information on the glass ports. It's just a transparent. In the jars and there will have some basic information on the top to let you know what is a product and some basic information of it. And the last one and there are also the deposits involved after your return to get refunds. So it's a same process. And for last one, so you cover this one, you don't have the deposit on it. You just buy the product from the supermarket, which is already filled. And you after you finished the product, you can use the original packaging to review the product. So but in this one, because we already have the information and the branding ratios on the package itself. So you can always you can only fill the same product each time.

**Xueqing:** [00:34:53] You put it and switch between the different products. So these are three different but very similar systems. You. Have you ever bought or experienced any reusable packaging in your life?

**Participant 13:** [00:35:12] No. Well, once in the when I went to the bigger Albert Heijn they have these refill stations. That one it has some of them and I try it because it's new, it was new for me so I found it interesting.

**Xueqing:** [00:35:38] I do go to.

**Participant 13:** [00:35:39] But I only went there once because it's nowhere near my house. So I did it just to try. But I didn't really went through the whole process because it it's interesting when you repeat not what you do once. So it's the same idea. Yeah, it's the same idea. So I tried it once, but I the versions that I know new so far where it is not specifically but those type of systems and I was never attracted to it. Because then you have to do your groceries in there. Yeah. You have to be at home. They deliver and it's. We're almost never at home. And I just want to go to a supermarket on my way home and buy everything there. So for me, that's not so interesting. So this. I know. Yeah. With this, it's. It seems less interesting because you need the same to buy the same product. But I was wondering if this is like the static health system that you bring back if you use this Haagen-Dazs, for example, a metallic jar, if you finish, if you can bring it back and then get a refund on the jar.

**Xueqing:** [00:37:11] Yeah. Yeah. So this one is not refillable. You need to return it after each use.

**Participant 13:** [00:37:19] I never saw it.

**Xueqing:** [00:37:21] Yeah, it's not existing here.

**Participant 13:** [00:37:31] Never tried it, but for me because I know similar versions to the middle one. I also see a lot of commercial. I get a lot of commercial and social media for the refill your own jar system. But like I said, it's interesting for me because if it's just pasta and sugar, then it's not seeking me to buy my blood sugar there. And then because I already tried to buy my fruit and vegetable at a fruit or vegetable stands. I don't know what the name is. I try some low to use some local shops, but it's, um. So convenient to buy everything at big stores.

**Xueqing:** [00:38:21] How do you feel about the last one, Ecover? This one is more specific for the liquid and detergent.

**Participant 13:** [00:38:30] Yeah, it would be interesting for detergent and. Now, but you cannot switch brands. It's only interesting if you use the same. Yeah, I always have the same brand already for a while, but often I check the sale and it's just buy whatever detergent is on sale because it's often like 50% discount was one and I use that one minute to buy four or six packages at once and I don't have to think about it again for a while. So that's how I do my groceries now and then. The system is not so interesting because you go back to supermarket, you have to collect also the six empty bottles and then you have to take them with you when the discount is there and refill them. And then it's not interesting. But if it's cheaper because you don't need the bottle, then and it's always interesting you don't have to wait for.

**Xueqing:** [00:39:37] So the price and the reward are always important.

**Participant 13:** [00:39:43] For me at the moment it is. We are really trying to I am trying to be durable, but I'm also really looking at prices because we have a restaurant. So we lost a lot of income and most of our money now goes to groceries. So we try to I really try to. Yeah, I don't just buy the most biological, best option. I really look at the prices and the quality. I don't want to eat crap. I want a good product, but it's always a balance. Okay.

**Xueqing:** [00:40:25] And how do and how you compare this system with the one you used today? Do you think there are some specific pros? Pros and cons of the system.

**Participant 13:** [00:40:41] For me approved this system. The system is that I can decide myself if I want to refill or bring back the system. If this would be in the supermarket. Be very interesting for us. I'm easy to use. If you forget your container doesn't matter. You can grab a new one and you can bring it back next time. And if you do bring your container, you can fill it or bring it back when you had to have too much at home. So it is interesting system in that way. Or you can just leave a stack of these boxes in your car when you do groceries, just like we always try to bring our own bags and not use the plastic bags. I can do the same with just a stack of boxes with them in the car, but then I will not use the boxes. But then I will use my own that are stackable. So this would be easier to use than the other ones. Because, look, you have to keep your I think it's interesting. I always do it for plastic bottles. Everything I can return, I will return. And I like it that you don't have to throw it away.

**Participant 13:** [00:42:00] So I think it's a good thing. Only if they put they do this with a lot of different products. You have to keep a lot of stuff at home. You have to save your garbage. So you need space for this. So that will be a negative thing. But I do like it. The second one for me is not so interesting because they come to your home and they, they only have the specific amount of products. So you cannot combine it with your groceries. Yeah. So for me, it's a bit too intensive to be interesting. And the third one is very interesting, especially if it's refill is cheaper and then just buying the bottle because then you don't have to wait for the discounts and I would just fill my own bottle and then I would just buy two of every time, fill one, especially for detergent and these things. It's very interesting. So I also like that one. But if you don't bring the bottle, you cannot buy it. And that's different with this. If you don't bring the bottle.

**Xueqing:** [00:43:11] If you don't bring the bottle, you can only buy a new one.

**Participant 13:** [00:43:14] A new one. Exactly. You cannot grab an empty bottle and fill it. You need to have your own one. So it would be for me, the last option would be more interesting. If there are bottles without a label, you could just grab a bottle and buy whatever detergent you need and bring back your bottle when you're finished using it. Yeah, more like the system. That would be easier for me to do.

**Xueqing:** [00:43:46] Then we have almost done. Do you have any thoughts or. I like. Whatever you want to add to the system.

**Participant 13:** [00:43:56] I like it because it can. I can see us a chaotic couple like we are at home use this system. So it's often these systems work when you are well prepared. But when we're not prepared, you can still use the system. It's not that if you don't bring, you think, Oh shit, I didn't bring my containers. And then you go back to the normal aisle and grab a plastic bag with pasta and grab a plastic, and then you're back to your old behavior. If now you forget your containers, you can just grab a new one and then once in a while you bring this stuff back. I don't know if it is that, if that's intensive, but.

**Xueqing:** [00:44:43] Yeah, it's just to provide some different solutions and see which one satisfies the consumers, otherwise they will stop using it.

**Participant 13:** [00:44:53] That will work both for me I would at the moment I think I would walk by because I don't see the price. Yeah. It looks expensive. I think it's a compliment that it looks expensive, but, uh, yeah, you don't want that to be turned off, so you want to show people that it's durable, but also probably economically interesting to do this.

**Xueqing:** [00:45:30] And what if the price is as same as a normal package product?

**Participant 13:** [00:45:36] That's fine, doesn't have to be cheaper. But when it's more expensive, more expensive, it's more, for example, with meat, if you have biological meat, it's more expensive and sometimes it's a lot. And then even though I want to be very aware, I won't buy it. If it's a bit more expensive, I will still buy it because the quality is also better and the thought behind it is better. So if it's a little bit more expensive, I just buy less and then I prefer the better product. And if it's the same, then it's an easy choice. Yeah. Yeah. Nice.

**Xueqing:** [00:46:23] And do you have any questions for the other things that you want to ask me or with this system? Because I'm not the designer of the system just to the researcher to do the to understand the consumers and then provide some suggestions for the company.

**Participant 13:** [00:46:41] Well, it would be great if this is enrolled large lots of different products there. And it's not just a corner in a supermarket or like right now, it's just the Albert Heijn itself that is far away from my home. Be nice if the supermarket around the corner or I'm prepared to take an extra block and go to the bigger supermarket near my house. It would be nice if they have this and that. It's just super easy and the people will think, Why won't I do it? Yeah. So. But do you think this will be the future?

**Xueqing:** [00:47:22] I think so. My research is also to invest the possibility and the potential of this kind of refillable packaging system to replace the normal plastic package and reduce waste. So I'm trying to understand from the consumers, from their behaviors and perceptions of this kind of system and figure out what are the barriers and the benefits for them to use it. I hope this will be the future.

**Participant 13:** [00:47:58] Now I have my plastic separate since in Delft it's not even that long. Now I actually see how much plastic it is. And I'm a bit shocked. So for me, that's for me.

**Xueqing:** [00:48:14] I live alone, but I still have a lot of plastic packages.

**Participant 13:** [00:48:18] And I am quite active at home putting the plastics there. So often when I open the garbage bin, it's all plastic or cans. You have to put it in the container. But when you have meat inside or chicken, for example, you send a container to the garbage bag we throw away every day. And you don't want to keep that for a few days in your kitchen because it will be it's dirty. So often we put those things in the normal garbage. So it's I feel guilty when I see how much garbage we produce diapers and you cannot recycle.

**Participant 13:** [00:48:59] Horrible. But there's not really good alternative to cotton ones. Yeah, it's not really. They don't do it in daycare, so they will use it. I cannot ask my parents to wash the diapers. So I am searching for alternatives and this is actually one that is actually quite simple. It fits in my life easily, so I don't have to do a lot of effort to put a lot of effort into it. I sound really, really lazy now, but because of that it's a bigger chance of succeeding. Yeah. Which one is your favorite of these?

**Xueqing:** [00:49:46] Yeah. For me, I think I would prefer the last one, but for something it's not very important. The branding is not important for me, such as? For the detergent. I always use the same one. I can also always buy the cheaper one. Yeah. And I don't need to consider which I need to like to change the flavour or change something I don't want for that. I mean keep to use the same one. Yeah. So that would be very easy for me and also because each time when I finish the my shampoo or the some detergent they create, I still feel the package is quite new.

**Participant 13:** [00:50:30] Yeah, that's true. Yeah.

**Xueqing:** [00:50:32] So when I saw it, how I also feel a bit guilty. It's not like the plastic bag. Sometimes it's dirty or broken. And I can throw it away. It's okay. But for this kind of bottle, they are always new when I throw it.

**Participant 13:** [00:50:46] I saw it. I do it now for soap I buy. Especially now we're more at home and wash our hands a lot. I use the hand soap, I buy it in a big bottle and I refill the pumps in the different in the toilet or in the bathroom. So but still, it's a plastic bottle. Even the big one I use is also plastic bottle.

**Xueqing:** [00:51:06] Yes. And for the food product perhaps will prefer to use this kind of machine because I want to keep reusing it instead of returning it as return. It means there will be some more effort in the backstage to clean it. There is a lot of human labour.

**Participant 13:** [00:51:33] But this is for me also more interesting than this one, because it's plastic in that class. I don't like to. Also when I'm buying eggs, they won't break. I put them in my in my basket, on my bike. And I it's a lot of bumpy roads in the center of delft and I often break them. And it's the same with glass. I don't like glass products.

**Xueqing:** [00:52:02] Okay. Thank you so much for your time. We have a letter with a voter.

**Participant 13:** [00:52:11] Thank you.

**Xueqing:** [00:52:13] Today. And this is a small cup, not cookies. Is yours.

**Participant 13:** [00:52:22] Really? Oh, I will make the kids very happy. Yeah.

**Xueqing:** [00:52:25] And this one because we will do a follow up interview by.