# cut 18.mp4

**Xueqing:** [00:00:00] That is how this works. And all the empty cups and empty containers will be sent back to the factory and they will clean it and do it again and refill the product. So it's a double loop of the. Yes. And so both the cups ended, the containers are reusable.

**Participant 18:** [00:00:27] So what if you take too much and more than you want it? Can you put it back?

**Xueqing:** [00:00:34] And it will be very hard to put it back.

**Participant 18:** [00:00:37] I don't think it's all right to go. You will want you can know if you have contaminated it with someone, something you think it would be good.If you could turn it back. Good. Put it back.

**Participant 18:** [00:00:52] But it's have your experience. What is the right amount you want to think?

**Xueqing:** [00:00:59] But yes.

**Participant 18:** [00:01:01] It'll go in time.

**Xueqing:** [00:01:03] And also this cup, there is a chip on the bottom of the cup that will help you to connect it with the system so you can dispense the product from the station. And also this chip could be connected to an app which can use it all for other tablets. So in the app it will show you all the product information and. Expiration date ingredients and also your personal scores in the plastic waste prevention will be checked.

**Participant 18:** [00:01:40] I can't wait till to use it.

**Xueqing:** [00:01:43] Almost finished.

**Participant 18:** [00:01:44] I think it's a very good initiative.

**Xueqing:** [00:01:47] But the application is not mandatory to be used. You can only use a corpse with a system without the application.

**Participant 18:** [00:01:57] It's not Necessary.

**Xueqing:** [00:02:03] The purpose of the application is to provide you more information about the product you bought. Yeah.

**Participant 18:** [00:02:11] The app is already ready.

**Xueqing:** [00:02:13] Yeah. Yes, it's already ready. But today we won't use the app. They will only use the course with the system and also continue with the system. Yeah. And yeah. The one thing you can see that will only provide you six products today just as examples and now they are unbranded product. We remove the brand information on it. But in the real supermarket you can buy whatever you want and there are a lot of other options that you can choose here. We just choose six as examples for you to try it. Yeah. And then in the exploration you can will start from the small cap and refill it, fill it with coconut cookies, which you can find in the dispensers, and after the small while you will try the large cap and fill it with whatever it wants from the. Research station. And the last one is your own container. And still you can choose whatever you want.

**Participant 18:** [00:03:27] To, you know? Yeah. Okay.

**Xueqing:** [00:03:33] Do you have any questions？

**Participant 18:** [00:03:38] Go and see how it works?

**Xueqing:** [00:03:40] Yeah. I think you can start and you can find all the clean ones, the clean cups in that box.

**Participant 18:** [00:03:49] I take that one.

**Xueqing:** [00:03:50] Yeah. Yeah. And there is a screen on the left, so you always need to follow the instructions on the screen. You Can you imagine you are in the supermarket and you need to try it by yourself?

**Participant 18:** [00:04:06] And I said, okay, you can see how it is doing.

**Xueqing:** [00:04:12] Firstly, you need to choose what kind of container you use. I think you need to come back to the last page.

**Participant 18:** [00:04:26] I have not.

**Speaker3:** [00:04:27] I don't have to weigh it before I go to use it.

**Xueqing:** [00:04:31] No, you just need to choose which cup you use. You can see that.

**Participant 18:** [00:04:36] I have to read.

**Xueqing:** [00:04:37] This. This one called MIWA cup.

**Participant 18:** [00:04:39] Oh, that's how it goes, I think. Yes. Yes. No, I just finished an expensive chip. We want to spend some. What is this? This is a dispenser dispenser. I thought you. Grateful, Spencer. Let's go. Let's. Tap here.So I have.The largest.

**Participant 18:** [00:06:26] It won't give more? Okay. You the scale. Three more things. But it won't gice more One. But before.

**Xueqing:** [00:06:59] So you could shake the lever. The metal lever. Yeah. That will help the product to come out.

**Participant 18:** [00:07:13] Oh, you see, that's what I mean. Well, what is he doing wrong? Please put your without the lid. Feel free to get more. It's enough.It is full.No.

**Participant 18:** [00:07:46] Oh, I have to print something on. Is it ready now? should have tickets for paying.

**Xueqing:** [00:08:13] Yeah. Maybe it's already gone.

**Participant 18:** [00:08:17] I can't do it anymore. I won't do it. Yeah.

**Xueqing:** [00:08:21] What will you do if this kind of situation happens in the supermarket?

**Participant 18:** [00:08:26] I call someone to help, I think.

**Xueqing:** [00:08:31] Okay. You can try the second one. The large cup.

**Participant 18:** [00:08:35] Yes, I can do this in shipping. Oh, be work in the dispensary by. crackers. tap here.

**Xueqing:** [00:08:56] Instructions on the bottom. The chip is on the bottom of the cup. It's a little bit difference with video.

**Participant 18:** [00:09:08] So, yes, that's how it goes. Now you know what's how big it is. Then I put it here.

**Participant 18:** [00:09:26] And you? So. Really? So I say this is enough to give me a couple of skills. Let's. Turkish is best considered card its initial spring label. I Think it will do now. You just. It's not a model, then it's showed. So. Check out. So check out.

**Xueqing:** [00:10:38] And you have your own container.

**Participant 18:** [00:10:40] Oh I have my uncle.

**Xueqing:** [00:10:42] Yeah. You can.

**Participant 18:** [00:10:43] I can choose whatever I want. Red lentils. I don't have a right if I say no. So again, it's another container. Type of place, without lids. Is it scale. okay now, you know, just wait. Have I go to take the tare? No.

**Xueqing:** [00:11:15] It's to remove the weight of the container. You just pay for your product.

**Participant 18:** [00:11:23] No, I can take whatever I want without letting it recognized. Just a push dispenser out. Oh, yeah. you are success. Who do that? print label. Here it goes. Don't mind.

**Xueqing:** [00:12:25] OK. Thanks for shopping with the system. And now we will move to our discussion about your experience and feelings of the system. Firstly, could you share with me your general opinions regarding the system?

**Participant 18:** [00:12:41] I'm glad such a system is going to exist, but it. It doesn't go very smooth. You have to do that. And I don't know if many people have to do that all day. How long it will last. That's what I'm afraid of.

**Xueqing:** [00:13:02] Yeah.

**Participant 18:** [00:13:03] It hold, but very. I think it's very good. Very nice.

**Xueqing:** [00:13:09] Why do you think it's very good and nice? Which part? Oh, why? It makes you feel good and nice.

**Participant 18:** [00:13:24] The most important is that such a machine exist. But it will. It should go a little bit smoother. Yeah, that's what I think. And it's maybe the first time you'll have it. You need someone to help you. But that's with the self scan in the supermarket. Also, if you know it, then it goes.

**Participant 18:** [00:13:52] Then it's easy. But as with everything. All. Yeah. Oh, wait, it's. Explained very good. What you have to do. Should stand there long enough. If you don't understand so that you can look again and again before you will.

**Xueqing:** [00:14:22] And if you could use three words to describe the system, what would you say? Three words to describe it. First impression.

**Speaker3:** [00:14:42] Makes me glad. It makes me happy. Oh.

**Xueqing:** [00:14:49] Why it makes you happy?

**Participant 18:** [00:14:50] So that I don't have to use the packages I have to throw away again every time. So that's why I am happy for such a machine. And it looks good. Yeah. I think it's a good system. Yeah. Yeah.

**Xueqing:** [00:15:18] Why do you think it's good. And what do you mean by good?

**Participant 18:** [00:15:29] Yeah. It's clear what is in it. It's good. Display tells you what to do, and it's so nice that you can come back with this. The containers here and containers from yourself. That's also very good. So you're not that you should only use that container, but can also take your own containers that fits in your cupboard like you want. Yes, you understand? The other stuff. Yeah. And, uh. Yeah. Yes.

**Xueqing:** [00:16:08] How do you feel concerning the two packaging solutions you just experienced? One solution is to use the cup provided by the system and the other ones to use your own container. How do you feel about the two solutions?

**Participant 18:** [00:16:26] Um. Yes, I think that's very good, but I have myself enough containers at home, so I think I will use them or I should put them away.

**Participant 18:** [00:16:42] And or I'll keep them and then I'll have maybe too little space in my cupboard to put in. Yes. So, yes, it depends on what I'll buy. If I have a fitting container, then I'll use that and otherwise I'll use the container from the machine. Or if I see something and say, Oh yes, I need that, maybe I'll take the container. And it's good to have both possibilities.

**Xueqing:** [00:17:17] Yeah. And if you use the reusable cup, would you prefer to keep reusing it or you use it for the first time and return it. When doing the second shopping?

**Participant 18:** [00:17:31] No, I think then I will reuse it because I know that the cookies will be in that jar. And if it's in it, or if I experience it at home, it isn't so handy for me, then I'll do something else.

**Xueqing:** [00:17:50] Okay. And how do you judge the different steps during your experience of the system. Well, first look at it. When you are passing by it in the supermarket, how do you feel about this machine?

**Participant 18:** [00:18:07] I think it's very it will be very clear how to use it. And I see that I've said next time I'm going to use it, but I need something that's in it.

**Xueqing:** [00:18:22] And how do you feel when you are learning how to use it? Based on the instructions on the on the screen. How does it feel about the learning process of it?

**Participant 18:** [00:18:36] Yes, it's going easy. It will workout. I suppose when it's placed here to be in Dutch. Makes it easier for many people. Oh, it's very good.

**Xueqing:** [00:18:56] How you feel when you are controlling the dispenser and filling the product in the cup?

**Participant 18:** [00:19:09] Yes. That's that's going good. I use it when I put that second a little bit more, I was afraid it would go over it. But it goes and then it went very fast for a bit. And then there was a lot of it too, even at one time, more than I thought it would give.

**Xueqing:** [00:19:29] Yeah. Yeah. And you? I notice you didn't know. If the thing doesn't come out, you need to shake the lever. Yeah.

**Participant 18:** [00:19:38] I was a little bit afraid of it that it's going wrong that. But now I know I dare to shake it. Yeah.

**Xueqing:** [00:19:51] And what are the positive elements coming to your mind regarding the system?

**Participant 18:** [00:20:04] There are two things you can think about existing this operate or especially the functions of it.

**Xueqing:** [00:20:16] What kind of function?

**Participant 18:** [00:20:21] I think it's functioning good. I only wonder, how long will things be fresh?

**Xueqing:** [00:20:30] Yeah.

**Speaker3:** [00:20:31] It should be used regularly and refilled. And it's not. It's not vacuum or so. Or is it.

**Xueqing:** [00:20:43] Do you mean the in the product. The product in this one. Yes. And would it be fresh or how long we could change it or something?

**Speaker3:** [00:20:54] Because that comes air in. And if it stands there for a week or two before it's empty because it isn't used enough.

**Xueqing:** [00:21:02] And this big container will be sealed. And in the bottom of the container, there is the part that you can the product will come out from this hole to the dispensers and filling in your cup. But after you finish the filling, it will be close to close again.

**Speaker3:** [00:21:26] So it's all it's closed all the time. Yes.

**Participant 18:** [00:21:30] That's very good.

**Speaker3:** [00:21:32] And it isn't too big so that it will stay too long in it.

**Xueqing:** [00:21:35] Yeah, it's.

**Participant 18:** [00:21:36] It's, it's yeah. That's positive. And also that it's all closed. You see nowadays things where you can do it and you have to take it out. This is scope and that's not very good because it's open all the way. And so this is close. So that's a very positive thing.

**Xueqing:** [00:22:02] Yeah. And what are the potential problems come into our minds?

**Participant 18:** [00:22:08] Yes. If it doesn't come out, if it's drugs or something, I don't know if that's possible, but maybe there are things you can do in it that will be together so it won't come out. Then you can shake it and I think it will be all right. So that will time will learn. That gives problems. Yes, but so. But now it works. I don't know how strong it is when impatient people are going to run. That's also very important that it's strong enough if it's handled too well.

**Xueqing:** [00:22:53] Is there any other problems coming to your mind?

**Participant 18:** [00:23:01] Yes, it will happen that it will pour over by sometime. Yes. And then it fell down on the ground. It lays there. And when there's too much, it falls on the ground. And that's maybe there should be something that what spoils takes it away or or or something where it goes.

**Xueqing:** [00:23:30] How do you feel if you see a lot of pieces on the table?

**Participant 18:** [00:23:37] Yes. That's not trash. No. And I hope it will be cleaned by someone, but. It would be easy if there would be a hole in it. Or you can put it in. Or if you spoil something where.

**Xueqing:** [00:24:00] Do you think who should clean the dropping pieces? It's the consumer or the some staff in the supermarket.

**Participant 18:** [00:24:12] If there is a way to clean it and I spoiled, I will do it myself. But I do think there should be looked after if it's clean. And nowadays in every supermarket there isn't someone walking around to look. Mostly you have to search for someone. Yes, if you need something or you want to know. So it will be easy if there's a possibility to clean it yourself.

**Xueqing:** [00:24:42] Okay. And how do you evaluate the system in terms of the complexity?

**Participant 18:** [00:24:51] No. No, it's not so complex. It's good.

**Xueqing:** [00:24:56] And how about the hygiene of the system adding hedging things? The cleanness, the hygienic hygiene. I'm sorry.

**Participant 18:** [00:25:10] Yes. No, no, no, no. It's not my mother's language. It isn't yours, too. I suppose so.

**Participant 18:** [00:25:24] Oh, yes. I think it's hygienic because it's so closed and it's closing. That's what I wondered. How hygienic is it? And I think that's okay. But I also think that. Yes. It should be cleaned daily. The mouth. Because there will be people who will look. What's it, fingers in it or something that is possible. It's that's that's that's the bottleneck.

**Participant 18:** [00:26:08] They always say, Hey, if you can touch it. It's all right. It's in front of it. So you won't do it that easy. Yeah, it's a and then it'll go, but. Yes, there will always be a child or someone who wants to explore.

**Participant 18:** [00:26:35] Put fingers in it to look if they can get something without using it the proper way. Yes, that's possible. I don't know how to avoid that.

**Participant 18:** [00:26:55] Okay. But but I could also imagine that it was behind the counter and someone helping you to say you've come with you and that someone helps you is also a possibility if it don't work for self and. Well, no, I'm glad you said I myself. I'm a volunteer at a durability center here at the firm. I don't know if you know it, the center of durability. And, you know, it's also we do things there to support kids, to clean up the streets with things, things and sex and and that. And we do give them education in nature and things and how to use things, durability, durable and all that kind of thing. So I'm happy for something like that to exist.

**Xueqing:** [00:27:58] Would you would you like to use the system if this one is available?

**Participant 18:** [00:28:02] Sure. Certainly, yes.

**Xueqing:** [00:28:06] In which kind of situation that you think you will. Use it or you will use it every time.

**Participant 18:** [00:28:12] I'll use it as much as possible because I'm, as I think all things to be thrown away. It's not good. I always also do. They think the part, the plastic and the paper and all that kind of things. I see so many people don't, and I think the less waste there is you have to throw away, the better. It is terrible. I think it's very important.

**Xueqing:** [00:28:49] And because today we only provide you with six products as examples, but actually in the supermarket there will be a lot of other product categories. So the possibilities which this system also offers a reusable packaging. So for which kind of product you will find the system useful in your daily grocery shopping? What products you think this system is useful for your daily shopping?

**Participant 18:** [00:29:21] You know, what's the problem? You're you want your use to take one kind of coffee and you can do ten kinds of coffee in it.

**Participant 18:** [00:29:36] Or only coffee. Maybe it is possible. I don't know, because you want the one you like and there is only one coffee, one kind of rice. I want brown rice.

**Xueqing:** [00:29:49] So yeah. So in the supermarket you can have a lot of options.

**Participant 18:** [00:29:55] Yes, I want biological coffee beans. And I, for instance, it's I don't know if you want to give people the choice they are used to. It will be very difficult. And then that will make people take their product they're used to take because it's they think that will be different and it will be maybe.

**Xueqing:** [00:30:27] Yes. And what for which are other? It can be besides these six products. What other products? You think it can also be suitable.

**Participant 18:** [00:30:39] For the system? Huh? If you have those, there can be all kinds of beans in it. But most people like to have the beans in in a yard that are already cooked. It isn't just lentils that do. As I'm thinking about? No. Dog feet or that kind of things, bro. But I don't think it's good to use animal feedings in the same environment as you eat your shell.

**Participant 18:** [00:31:30] It's. Macaroni. I don't know how to English.

**Xueqing:** [00:31:38] Some pasta.

**Participant 18:** [00:31:39] Pasta kinds of pasta are easy to put in. Sugar. White sugar. Brown sugar.

**Xueqing:** [00:31:56] What kind of features you think the product should have? Sugar. So the beans. What are the specific features you think the product should have to fit the system. Yeah.

**Participant 18:** [00:32:21] I don't think I understand.

**Xueqing:** [00:32:23] I mean, like the sugars or the beans, perhaps they are all dried food. So the dry will be the feature. I think that's the system. Why you think the dried food is suitable. But the wet food or other kind of food are not suitable?

**Participant 18:** [00:32:42] I think it will be. They'll stay on the pipe. It won't come out clean. It will not stay clean. Also, if you use more fine things like flour or that, I think that will be difficult to because it's rich. It makes. Yeah, it makes this. Yeah. I think that's how I think about it. That's the most difficult thing because you want things you used to and then you have to change and you take things that are available. Well. I think it would be a good thing to start with this kind of thing in a shop with nature, things like things. But then there maybe can be also a little help and. People who are buying are more. They want to have less packages because they also want biological foods or that kind of things. So there.

**Xueqing:** [00:34:30] And how do you think about the non food product?

**Participant 18:** [00:34:37] Non food. Like. Screws and that kind of things. But there are so many measurements and things then. Yes. The longer I think about it, the longer I am afraid that I will have difficulty to take something instead of what I'm used to. Because your coffee isn't all. Coffee isn't the same coffee.

**Xueqing:** [00:35:45] How do you think about some detergent liquid or some of the dishwasher tablets? Or some cleaning powder or other things that we'll use at home. Yeah.

**Participant 18:** [00:36:01] It's also possibility.

**Xueqing:** [00:36:09] Do you think that you will refill this kind of product?

**Participant 18:** [00:36:16] So if it's if it's a kind of I, I want to use here, then I really feel. I do it now at home, the dishwasher tablets also in the other container and then I use it and then the washing powder is the same. I have my own containers and that's what I use.

**Xueqing:** [00:36:41] And how you use your own container to you. You pour the product from the original package into your own container.

**Participant 18:** [00:36:49] Yeah, then I throw the packages away. It is paper or plastic. Now. Is when it's going to work. And you should have this only with six kinds of coffee. But now you're used to take your coffee when it's already fine. Yeah. And not beans? Yes. I used to have a bean, but I don't have it anymore. You almost have the vacuum pack it. And then it's ready and you just leave it in your coffee maker. I don't use the cups.

**Participant 18:** [00:37:47] I use fresh coffee. Cups could also be going. So there should be a variety of one kind of products.

**Xueqing:** [00:38:06] In the same shop and with a lot of options.

**Participant 18:** [00:38:09] As we said. Coffee beans or coffee powder or. And then it will take a lot of place. Well. The longer you think, the more difficulties that come.

**Xueqing:** [00:38:32] The difficulty you mean the difficulties for the supermarket or the difficulties for the consumers?

**Participant 18:** [00:38:40] Ah yes, for the supermarkets to have what the consumer wants and for the consumer to maybe having less choice than he is used to. Yeah. It's working on both sides. But it's a start and.

**Xueqing:** [00:39:10] It's a start.

**Participant 18:** [00:39:11] Yes, of course. It's a good it's a good idea. And that's why you're doing it, to get all those meanings. Yes, I understand.

**Xueqing:** [00:39:23] How do you think about if this kind of system will be or your future shopping method? I mean, you will buy all the products from the such refillable packaging system.

**Participant 18:** [00:39:42] If they have stuff I like I will

**Xueqing:** [00:39:48] Just imagine that every product in the supermarket turn into this kind of new mode. How do you feel about that?

**Participant 18:** [00:39:57] No, they all have to have a lot of things. They're going to take a lot of place. Is there anything else to buy? You have no choice. Yeah. So that'll be the ultimate thing.

**Xueqing:** [00:40:26] Oh, perhaps. Is there any other place you think this system is much suitable than the place in the supermarket?

**Participant 18:** [00:40:35] Now, maybe you can put it in words totally automatic. On times you can't go to the supermarket and places. So if you think I forgot to buy this and then you go and you can take it there or even in the night.

**Xueqing:** [00:40:54] Yeah. So it's like the self service.

**Participant 18:** [00:40:57] Yes. A total of self service. Yeah. Especially for basic things. You you. You need. You use that? That'll be you. Also. Good start.

**Xueqing:** [00:41:21] Yes. And do you think this system offers benefits for our environment? Could you elaborate what kind of penalties come into your mind?

**Participant 18:** [00:41:35] For the environment. The waste of of products is is minimized. And that's that's the most important thing. So we don't have to use again and again new new material to make containers. We also we throw away and also the yes containers you throw away and then they'll be made to use again. It's also very energy eating thing. Yes isn't it. And then have to do less also. So it's. If you have to make new things again and again and again, throw it away and make new things again. It will be much better for the environment.

**Xueqing:** [00:42:32] Yeah.

**Participant 18:** [00:42:32] Yes. That's. That's a great win. It's the most important thing. Yeah.

**Xueqing:** [00:42:40] So for which kind of products you think the system will offer the greatest environment benefits?

**Participant 18:** [00:42:54] Then I see the kind of things you eat more than non food. So the food things. Because then you screws. I won't buy every day. I don't need them every day, once in a while. So it's not so important that the package can be reused, but. For daily things it will be the most important. Yes. Also I'm thinking of things like shampoo or that's and indeed the cleaning stuff that will also be possible. So you'll have your own container in your cabin that you can fill with shampoo and body lotion. And there's also possibility. Yeah, but when spoiled, that won't be nice.

**Participant 18:** [00:44:04] And then it's not so easy to clean up. And it's also important that isn't much more expensive than when you buy it in a package.

**Xueqing:** [00:44:16] I mean, the price should be cheaper or the same.

**Participant 18:** [00:44:21] The same or cheaper, not more. Yeah. It's plastic. Plastic will breakable, but it looks good. You can always put your own thing on it if you use it for the same, but this also should be a good removable sticker.

**Xueqing:** [00:44:57] And try it and try to remove it. The stickers.

**Participant 18:** [00:45:01] It's going easy. No, it's right. It's also important because I once put it in the cupboard, I like thhis.

**Xueqing:** [00:45:16] Yeah. So does it mean that you will remove the.

**Participant 18:** [00:45:19] I want and put it in at home in place, I will remove it then maybe I will have a picture on it or something. What's in it or. Just one. There are different things of the same. So that I can see. What's the difference?

**Xueqing:** [00:45:44] Yeah. Why do you think that you will remove the label, the sticker?

**Participant 18:** [00:45:50] I don't like it when I use it. The next time. I should put it over again. All right. Or just buy one little thing, stick around it, then go next time and do the top fool and they'll put the new sticker on it. And that can be done.

**Participant 18:** [00:46:27] I think it will be use code now and again and again. Stickers on them will be nice. So you have to remove it.

**Xueqing:** [00:46:45] And this is another sticker. But in the original language. So it's not English or Dutch. It explains how you can use a cup at home. Here we have an English version, but we don't have the English stickers.

**Participant 18:** [00:47:00] Or where does it come from?

**Xueqing:** [00:47:02] It's from Czech Republic. Czech Republic.

**Participant 18:** [00:47:05] Czech. Czech Republic.

**Xueqing:** [00:47:17] Okay. So if you want to have a look of the.Different.Version.

**Participant 18:** [00:47:22] Yes.

**Xueqing:** [00:47:27] It shows you how you can use it at home. You couldn't put it in the dishwasher or the microwave.

**Participant 18:** [00:48:46] Don't use it in the dishwasher. That will be a problem for a lot of people, I think.

**Xueqing:** [00:48:52] Why do you think it will be a problem.

**Participant 18:** [00:48:57] For people who put everything in dishwasher.You don't want to clean it by hand.

**Xueqing:** [00:49:06] There is a chip on the bottom.

**Participant 18:** [00:49:08] So that's. Yes. So then people will think it's easier to use my own container. I can clean it like that goes in the dishwasher. So. Everyone who likes to do what he wants. The possibility is there, so it's very good.

**Xueqing:** [00:49:39] And you know this one, you will use it for many times before you return it. So how many times do you think that you will be used to the cup before you return it or before you replace it?

**Participant 18:** [00:49:59] As strong as it last, I think.

**Xueqing:** [00:50:03] At which moment you will decide to return.

**Participant 18:** [00:50:07] Maybe there will come a craking sometime, or I'll drop it and it won't be. Yes. When it's crashed or something, then I will go to take it back because it's come very often. The opposite is true.

**Xueqing:** [00:50:37] Yeah. Yeah. Scratch on the surface of the cup, the squares. You mentioned some little damage.

**Participant 18:** [00:50:46] No, not. Not, not little. But when it's broken.

**Xueqing:** [00:50:49] Broken. Yeah.

**Participant 18:** [00:50:50] So if you drop it on the floor, I'll think it'll crake, break.

**Xueqing:** [00:50:56] Right. Yeah.

**Participant 18:** [00:50:58] Or have just a cracking and so. It isn't hole any.

**Xueqing:** [00:51:09] So how do you feel about the little damage, such as some scratch or the signs?

**Participant 18:** [00:51:17] The thing I have myself, it has also little damage. So that's not so important.

**Xueqing:** [00:51:22] But what if the little damage are not made by myself, but made by the previous consumers? They return the cup and it is cleaned and re-use again and then come back to the supermarkets and pick up it. With little damage which is caused by the others.

**Participant 18:** [00:51:42] In the beginning, they will be very, very neat. But I think over time then you have containers with damage that are returned. So yeah. If it's too much, then I think I can take container of myself. But they're all ugly and. But I think I won't be. No, you shouldn't be too. Too. And you shouldn't be too difficult. About it when they're a little damage. No. You use this because you want to give something to the environment, so you shouldn't put it away too soon.

**Participant 18:** [00:52:32] I think you go for it then, I think. And you don't mind if. It's a little bit damaged.

**Xueqing:** [00:52:42] So would you prefer to keep reusing it or you will return it in a very short time?

**Participant 18:** [00:52:53] If I like the product and I will reuse the product again and again, then I'll stay using it. Yes.

**Xueqing:** [00:53:00] So it depends on the product also.

**Participant 18:** [00:53:03] Yes. If I don't like it or it doesn't taste good or then I know I don't do this again and then I'll turn it back. But as long as I am going to use it, I will keep it. And the box, they are too. Too expensive.

**Xueqing:** [00:53:25] So too expensive for you. Yeah.

**Participant 18:** [00:53:30] When you when you buy them, leave them. But you have to pay for it. It's not too much. It was.

**Xueqing:** [00:53:38] 1.5 euro.

**Participant 18:** [00:53:39] Yes, it is. But like Desert Storm for €4, it's more expensive. So why should you?

**Xueqing:** [00:53:58] Okay. Then we can move to the next section. In this section that because of besides the system that you use today, there are some other solutions. Also encourage the consumers to reuse the packaging. As you can see here, we have three examples which shows us three different solutions to the consumers for use a package such as for the first one, the it called dope. So in this system the producer, they will pre-filled the product in the metal package of the cluster and it could be the any kind of product. What you see here is a cleaning product or the food and shampoo or some other things. And so the consumers will purchase the product in the supermarket or the stores with a deposit for the package, and they used to the product at home. After the product is finished, they need to return the empty package in the store and get their refunds. So in this one, you don't need to play it yourself and you don't have the option to review it. You just use it, finish it, and then return the empty package to the.Store.Just like what we.

**Participant 18:** [00:55:24] Do with all the bottles and the plastic bottles nowadays. Yes, very good initiative.

**Xueqing:** [00:55:32] Yes, it works like that. And so the difference between loop and the new system which you use today is the use of metal packaging. And they also have the branding information of the product information on the packaging itself.

**Participant 18:** [00:55:51] So that's also. Good. But then it will be reused or will it be recycled.

**Xueqing:** [00:56:00] After it will be reused? All of them are reusable packaging. After you return the empty packaging to the factory, they will collect the empty packaging in the supermarkets and clean it and fill it with a new product inside and send it back to the supermarket for the next purchase.

**Participant 18:** [00:56:23] Yes, that's also good. Yes. If you bring it at home, the producer will clean it, if it is the same waste, and then they will refill that and there will be spoiling and cleaning of the machine and yeah, yeah, that's that's also a very good one. But refilling things, that's, that's very good. And then it's used, it's all, all, it's at least much more better than throwing it away.

**Xueqing:** [00:56:59] Yeah. Do you think the reuse will be a better option than recycled stuff? Oh. Which one do you think is more effective?

**Participant 18:** [00:57:16] I think you'll have a bigger choice when you use this kind of things. We can make a bigger choice and and you can take things in your hands. You can look, you can read and you can put it back. And that's all I want. Look, what's the difference of this or containing it? So I think I preferred it. But recycling and reusing packages is much more important.

**Xueqing:** [00:57:45] Yeah. And for the second one, the Peter point, this one, you will get your product in the glass jars. So the producer will after you order your product in the online store or in the physical store, the producer will fill the product in the glass jars and then deliver it to your door so you can. But you still need to pay a deposit for the glass. And after you finish the product, you can return the empty jars through a pickup service. They will pick up at your door or you can return it by yourself to the to the store and you'll get your refund. So for this one, the difference between the pods with the mirror system is that they use the glass jars and the most of the service are done online.

**Participant 18:** [00:58:40] They put it in it and they'll collect the pots.

**Xueqing:** [00:58:43] And. Yeah, yeah. Or you can also choose to fill it by yourself in the store, but they have their own stores. It's not the supermarket or some other places.

**Participant 18:** [00:58:57] And the delivering and collecting services the last time. Very expanding. And I think that is also a good thing. It's easy, but it's a lot of traffic and and the cost and the riding is also is.I don't know.

**Xueqing:** [00:59:22] And for the loop and the support these two systems that you don't need to play it by yourself the producer they will clean it after they get your empty package for the last one is left over for this system. They have their own self owned product, so you just purchase the preferred product from the supermarket as what you normally do in the supermarket.

**Participant 18:** [01:00:00] Is it that already existing?

**Xueqing:** [01:00:02] All of them are existing.

**Participant 18:** [01:00:04] They're all existing.

**Xueqing:** [01:00:05] But the first one is not existing in the Netherlands. Pieter pot and Ecover are there already.

**Participant 18:** [01:00:13] But you don't read much about it. Yes, I don't. I do know ecover products, but I'm not always very content about it.

**Xueqing:** [01:00:24] Why are not you content about it?

**Participant 18:** [01:00:27] I tried to cover washing powder and it isn't as clean as what I use from the lidl and it's much more expensive. So yeah, maybe it's better for the media. I think for the environment that would be. I think that's. Sure. But there's too much difference in price and that's difficult. My pension hasn't changed the last ten years, you know. So I do what I think is important. That is buy biological where I can and I can afford it. And I'll do that.But.I tried some things and I wasn't too happy about it.

**Xueqing:** [01:01:27] Okay. And maybe you would just think about the solutions. We don't consider the quality of the product. So this system ecover, you can refill the product in your original package after you finish the product inside. You bring your original package. And refill it again with the same product. And so for this one, you don't need to pay for the deposit and you will not have a refund because it's just the original product providing the options to refill it for the second time or for the more use reduced cycles. Yeah.

**Participant 18:** [01:02:12] But there should be more marks and more and more things that you can refill. So there's.

**Xueqing:** [01:02:17] More choice. Yeah.

**Participant 18:** [01:02:18] Yes. And maybe a future will be very common. I hope so.

**Xueqing:** [01:02:23] Yeah.

**Participant 18:** [01:02:24] For all products. Yeah. That's why we have to go to.

**Xueqing:** [01:02:31] Our how would you evaluate these three systems in terms of the solution they offer and in comparison to the one you use today? Do you think there are some specific advantages or disadvantages?

**Participant 18:** [01:02:51] The loop thing I like, I think there are different marks also than not only one fabric that makes different kinds of things, but. So I think that's nice. So that's why they clean it ourselves and then buy a new one. And yeah, like a lot of things. It'll be fun. How much will it cost? Yes. But I think there's something to say for all all kinds of things, and they can exist just all together, I think, for one product to choose that one and for another product, maybe because you like it. But I think the system.

**Xueqing:** [01:04:06] Yes. It could be. We're almost done. Do you have some other thoughts or something you want to add to the to this system?

**Participant 18:** [01:04:30] Yes. A place for the waste opportunity to clean up if you spoil it.

**Xueqing:** [01:05:05] What else? Also suggestions on how the company could improve the system.

**Participant 18:** [01:05:27] I didn't know what. I don't know how you could think of something that you can't touch the mouth by hand.

**Xueqing:** [01:05:45] But yeah, I understood.

**Participant 18:** [01:05:48] But I don't know if that's possible. Just for the hygienic thing. You can't. You can't just push it without holding a jar under it. You can. Yes, yes, you can. You can forget to put a jar under it. But you have to recognize it first before it will work. Yes.

**Xueqing:** [01:06:48] Thanks for sharing one time. So and it was a pleasant conversation with you today. And I got to a lot of new insights from you. Yeah, thank you so much.

**Speaker3:** [01:07:01] I think most people uh, every people share some different insights.

**Participant 18:** [01:07:07] It's all different. And that's, that's, that's a good thing.

**Xueqing:** [01:07:10] And sometimes some accident happens and some part doesn't work with the machine. And but we also discuss with people, what if this happens in your real life.

**Participant 18:** [01:07:21] Yes.The accidents will happen. That's sure. In the supermarket as well. Yeah. And then you have to make to take things there so you can avoid it as much as possible. But. Oh yeah. I like it to not using packages to me to throw away.

**Xueqing:** [01:07:46] Yeah, me too. I'm doing research on this topic, so I really hope in the future we can reduce as much as possible plastic waste. Thanks lots. And this is our thanks letter and voucher.

**Participant 18:** [01:08:05] Thank you. Thank you.

**Xueqing:** [01:08:07] You can use for online shopping for the Black Friday, maybe?

**Participant 18:** [01:08:11] Oh, yeah.