

[REDACTED]

From: [REDACTED]
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Categories: Consultation Submission

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Hi there

I suggest in designing this scheme that the user experience for the end users should be as simple as possible.

In my own experience from living in Finland, each shop outlet has it's own return machine, which the consumer loads up any bottle sold in the country, and gets a ticket back with the value of the deposit. The ticket can then be scanned as credit on shopping. This is a good system, but a restriction occurs whereby one can only use the ticket in that specific shop.

Consideration should be given to adopting a similar scheme, with the improvement that the credit can be used in any shop, or put onto the users debit card directly.

Additionally, I found it most helpful when the shops had adjoining facilities to wash your hands and dispose of old and probably sticky with drink run off plastic bags - making these a provision would strongly prevent people from being discouraged to use the service.

Best regards

[REDACTED]

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