

Square Wine: Thinking Outside the Bottle

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Abstract

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The purpose of this study was to determine whether or not a rectangular wine bottle with a square base would be environmentally beneficial due to its ability to fit more bottles into a single shipping container. An interview was conducted from the CEO of company that currently produces bottles in this fashion and she helped answer this hypothesis as well as provide insight into the bottle production process. In addition to the environmental aspect, the study looked to determine if a square-based bottle would be accepted by consumers in the marketplace. Being that consumer purchasing decision plays a huge role in the success of a product, it was important to look into this to see if there is a future market for square-based wine bottles.

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Chapter 1

Statement of the Problem

Significance of the Problem

In the world of wine, there is a vast selection for the consumer to choose from. They must first choose whether they want a red, white, rosé, or sparkling wine, and within those categories exist hundreds of varietals. The design of each wine label is unique as well, giving the consumer even more options upon their purchase. One factor that remains relatively the same, however, is the shape of the wine bottle. Bottles vary in width and height; however, they hardly ever stray from their traditional round shape.

This research will be exploring the idea of a square-based bottle shape for wine. It will look into the environmental aspects of the bottle design and determine if a square-based bottle is more environmentally efficient than a round one, possibly making it a better option for wine production in the future. The idea behind this is that with a rectangular shape, wine bottles can be packed closer together creating less wasted space and more efficiency when it comes to shipping the wine bottles. Today, many consumers look for environmentally friendly options when it comes to buying products. With proper communication that tells the consumer about the environmental benefits of square wine bottles, it should attract a large consumer base.

In order to fully analyze this design, an interview will be conducted to understand the current pros and cons of a rectangular wine bottle and determine if the environmental benefits surpass the costs. This interview will also determine whether or not creating this shape can be easily done in the manufacturing process and if it will take up any additional energy that will result in a negative carbon footprint.

Another part of considering a new shape of a wine bottle is to look at the bottle design. With four sides to a bottle, there are more options for bottle design. It is easier to place more information on the bottle without it looking cluttered and with flat panels, all of the information can be seen at once (on each side) without having to rotate the bottle. This shape should stand out from the rest of the bottles on the shelf and possibly attract more consumers. Consumer preference of this bottle will also be tested during this study.

Audience

One important thing to keep in mind during this study is the audience. It is one thing to come up with a new, environmentally friendly design of a product, but if there is nobody willing to buy it, there is no point. There are two audiences to whom this study is relevant. First, is the winery that would be purchasing the bottles to put their product in. One thing the winery will look at when buying bottles is the price. If the square wine bottles can be proven to be cheaper due to the increased efficiency of bottle shipping, the winery will be more attracted to this bottle. Also, the design of the bottle can help them stand out from their competitors in the market. Both of these factors would increase the profitability for the wine maker.

The second audience to focus on is the end consumer. By creating a new, enticing design for wine, the customer experience would increase. In order to be able to predict whether or not the square bottle would be successful, market research will be done. The audience to be considered consists of adults both young and old as well as both casual/non-drinkers and wine enthusiasts. The youthful generation tends to be more accepting of new and innovative design practices, so they would gain enjoyment from purchasing a unique bottle. One thing to consider, however, is that the older generation

tends to like the more traditional style of wine packaging, so when designing for square bottles, it can be beneficial to think about adding traditional aspects to the design.

Overall, the square bottle would have a positive impact on the audience. By purchasing wine in this container, they benefit from the environmental impact the bottle has as well as gain pleasure from purchasing an aesthetically pleasing bottle.

Personal Interest in Problem

This topic is of interest to me because it combines two things I am passionate about: package design and wine. My concentration in Graphic Communication is Graphics for Packaging and I find different and innovative package designs to be fascinating. The psychology behind what motivates a consumer to buy a certain product is also something I find very intriguing, and I will be able to hopefully understand it a little better at the end of this project.

My interest in wine has grown tremendously over the last year since turning 21. I have been wine tasting many times and part of the appeal with wine to me is the label design of each bottle. Even before I liked the taste of wine, my family and I would visit the winery my uncle works for and give us tours of the facility. During one of the tours, my uncle showed us where the wine was bottled and I was captivated by the process of how it is filled, corked, and how the label is applied. Since then, I have been highly interested in wine packaging.

By combining these two interests, I hope to learn a lot more in the field of wine packaging as well as educate and persuade others to think outside of the traditional wine paradigm of a round bottle and consider the benefits a square bottle could produce.

Chapter 2

Literature Review

Introduction to Wine Packaging

Wine has played an essential role in human history, dating back to over 8,000 years (Keys, 2003). Recently, scientists have discovered ceramic jars in Georgia (the former Soviet Republic) that have remaining wine deposits in them. Since wine would not be able to exist without proper bottling to preserve it, the development of ceramic jars by these Neolithic people has played a huge part in the history of wine. Since this time, wine preservation has changed and matured greatly. During the 17th century, wine began to be bottled in glass containers due to the invention of the coal-burning furnace, because “the hotter temperatures allowed for thicker, darker glass that had previously been impossible to produce” (Metcalf, 2013). The creation of cork closures was also seen during this time helping preserve wine more efficiently.

During the early years of glass wine bottle production, there was no standardization. Instead, wine bottles were made up of varying shapes and sizes. The size of the bottles depended on the “‘lungful’ of the glassblower’s air - usually between 700 and 800ml” (Metcalf, 2013). As Metcalf states, it wasn’t until 1979 that the United States set the standard for glass wine bottles to be 750 ml, which was quickly adopted by Europe as well.

Wine Bottle Shapes

After glass wine bottle production became standardized and technology allowed for specific shaping of glass due to glass molds (as compared to previous glass

blowing), a variety of wine bottle shapes were produced that allowed wine makers to bottle certain varietals of wines in specific types of wine bottles. Traditionally, a bottle with slope shoulders would hold a Pinot Noir or Chardonnay, one with round shoulders would hold Bordeaux, and one with an “elongated goose-neck” would hold a Riesling (Aspler, 2001). Another common aspect that traditional glass wine bottles possess is the punt, a conical indentation at the base of the bottle. There are several explanations for wine bottle to be shaped this way. By looking back at early wine bottle manufacturing, this punt was implemented to make the glass bottle sturdier. Glass blowers during this time also used a mechanism to hold the glass and the indentation from the tool created the punt (see figure 1). Also, the punt can be used to “form a crevice where the wine's sediment could collect and solidify” (“The Dent is Called a Punt,” 2006). While these characteristics are commonly seen in wine bottles, there is no standard set, meaning that wine is not required to be bottled in these ways.



Figure 1. Examples of manufactured punts in wine bottles. Retrieved from <http://www.shft.com/shopping/wine-punts>

Today, wines are seen in many different shapes and sizes that stray from their traditional form. Marketing plays a huge roll in determining a bottles shape: “If Riesling is hard to sell, say the marketers, stick it in a Chardonnay bottle and maybe the public will think it's Chardonnay. If you can make Marchal Foch look like Cabernet Sauvignon, maybe it will sell” (Aspler, 2001). With this being said, however, the basic shape for wine bottles remains about the same, where the bottles have round bases and narrow necks.

Glass Bottles and the Environment

In addition to shape, the material used in a wine bottle is significant because it gives off an image of quality, but more importantly, it can have environmental benefits. When it comes to packaging materials, “Glass is the only food and beverage packaging material that is endlessly recyclable back to its original use” (Cradle-to-Cradle, 2010). Glass is made up of primarily sand, soda ash, limestone and recycled glass, which are all natural resources. Although glass is completely recyclable, it still produces a carbon footprint due to the process of manufacturing the glass. During production, glass is melted in a furnace, and heating and cooling are done within the plant and its compressors, all of which require energy. This energy produces greenhouse gases, which go into the Earth’s atmosphere and change the Earth’s temperature. The issue with greenhouse gases is that it adds to global warming, which many citizens are concerned with. In North America, the primary energy demand for glass bottles is 16.6 MJ/kg (megajoules per kilogram) and the global warming potential is 1.25 kg CO₂/kg (“Cradle-to-Cradle,” 2010). Another factor of glass sustainability is the transportation of raw materials. However, according to the LCA (Life Cycle Assessment), “transportation of raw materials and cullet used in glass production represents less than 10 percent of

the total energy used in the production of container glass” (“Cradle-to-Cradle,” 2010), which is negligible compared to the “energy savings gained from the use of recycled glass in the manufacturing process”.

Glass manufacturers are continuously looking to decrease the carbon footprint of glass containers. By developing ways of strengthening glass by creating new design, surface treatments, and coatings, manufacturers are able to reduce the material usage of glass products. This idea, known as lightweighting, is beneficial because “lower container weight means fewer emissions from both container production and shipping” (“Cradle-to-Cradle,” 2010).

Introduction of Square-Based Bottles

Another way to decrease the carbon footprint of glass bottles in shipping has to do with the shape of the wine bottle. One concept that has gotten some attention from designers has been the idea of using square-based bottles for beverage containers. Designer Andrew Kim created a concept design to package Coca-Cola in rectangular bottles. The reason behind this is that it is much more environmentally efficient. Since boxes and trucks are square, it makes sense to put square items in them to conserve space. Kim states that the bottle’s smaller footprint makes “the transportation of bottles much more efficient. For every 4 bottles, space for nearly 2 additional bottles is recovered” (Kim, 2010). He calculated that this would reduce the footprint of Coke bottles overall by 27%.

One company that has put this concept to use has been California Square Wines (Figure 2). Their wine bottles are unique because, unlike the typical round wine bottles, theirs has 4 sides to it. On their website, they also demonstrate that rectangular bottles reduce waste greatly when it comes to shipping. By placing the bottles side by side, the

design can “help save millions of trees” because “less material [is] used to store and ship wine” (“Square is Green”). The only other wine bottle similar to this seems to be Château de Berne, which has a square base, but becomes rounded by the neck.



Figure 2. California Square Wine produces a variety of wines in square bottles.

Retrieved from: <http://casquarewines.com/anything-but-square/>

Benefit of Square-Based Wine Bottles to the Consumer

In recent years, the global concern over environmental issues has grown considerably. This trend has, in turn, had a large impact on the marketplace: “the green consumerism in recent years has provided an impetus to the upsurge of corporate environmentalism because the consumers have realized the role of personal consumption in the deterioration of natural environment” (Kautish & Soni). In order to do their part to help the environment and capture the attention of consumers, many companies are taking measures to become more “green”. The idea of the square-based

bottle is one example of this, and by purchasing wine in a square-based bottle, the consumer would feel like they are doing their part to help. Even when the price of a bottle increases to be able to become more sustainable, many customers are willing to pay the price. A study in New Zealand found that “nearly 73 percent of respondents specified they would be willing to pay more for an environmentally sustainable wine and 33 percent stated they were prepared to pay a premium of up to 5 percent for sustainably produced wines” (Barber, 2010). By creating sustainable wine bottles, it is beneficial to the environment, the producer, and the consumer.

Bottle Shape Conclusion

While wine itself has generally stayed the same, the containers that hold the wine have evolved since its birth and will continue to change with time. Even though constricting factors exist in wine design, such as the standard where wine bottles must contain 750ml of wine, there are still other ways in which the bottles can be changed and improved. The square-based wine bottle is one example of this, and with the various benefits it processes (such as being more environmentally sound), there is potential for this design to be seen more frequently in future markets.

Chapter 3

Research Methods and Procedures

Purpose & Objectives of Study

The purpose of this study was to understand the environmental benefits of using a square-based bottle shape for wine as compared to the standard rounded design and to see the impact it can have in the marketplace. In order to understand the manufacturing process for a square bottle and to see how customer preference would be affected by this new bottle shape, procedures were conducted to collect data. The objectives of the research were to:

- Determine the environmental impact of a square wine bottle.
- Collect market research to see if this bottle would be accepted by consumers.

Data Collection Plan

The first process that took place was done by conducting an interview. In order to find out how a rectangular bottle can be produced and what the cost of producing this bottle is, it was important to talk an expert that has experience with such a product. One of the few companies that is doing this is Square One Organic Spirits, which currently produces alcohol in a square-based bottle. To gain more knowledge in this area, Allison Evanow, the CEO of Square One was interviewed. She was asked questions such as how the material and production costs of producing a square-based bottle compared to the standard round bottle shape, how much energy savings this bottle has produced, and if any serious problems have been recognized by this bottle

design. These questions helped to determine the benefits of producing square bottles from an actual source as opposed to simply hypothesizing what the results would be.

Once the information about rectangular bottle production was acquired, it was important to conduct correlation research to see how the consumer would receive the rectangular product. This was done by visiting Kelsey See Canyon Vineyards in San Luis Obispo and asking wine tasters to look at four different bottle shapes and fill out a short questionnaire. This survey asked basic information from the subject, such as age and gender, as well as asked for their initial thoughts when seeing the square wine bottle and what they perceived its price and environmental impact to be. (See Appendix A for questionnaire)

The audience that participated in taking this questionnaire included both men and women over the age of 21. Since the research was conducted at a winery, it is safe to assume that those surveyed are avid wine drinkers that have a greater interest in drinking wine than the average person. In order to reach a wider audience, this same survey was given out online with pictures of the wine bottles for the audience to compare. By doing this, a wider sample of data was collected and the survey was able to reach those who do not, or seldom, drink wine.

Data Analysis Plan

After the questionnaires were completed at the winery and online, the data was collected and inputted into one data sheet. By compiling the data in one location, the information could be easily analyzed and compared. For example, it was easy to see which preferences of wine bottle the older groups had (ages 50+) compared to the younger groups (ages 21-35). By understanding the preferences of the audience, it was

easier to predict how well the square wine bottle would be perceived by the public and how many would be interested in buying it.

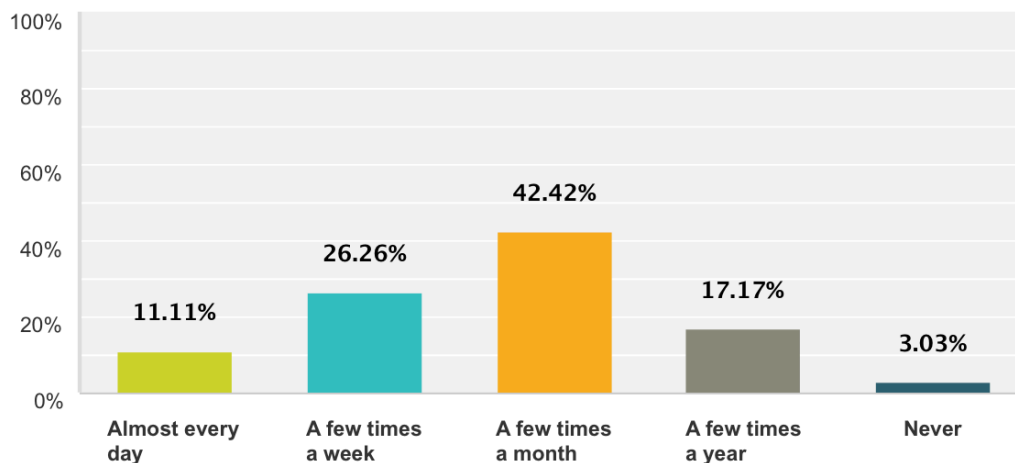
Chapter 4

Results

Survey Results

In collecting data to gather general information on various consumer wine preferences, a survey was sent out through social media as well as distributed at Kelsey See Canyon Vineyards. 101 people participated in the survey and of this sample 69.39% were female and 30.61% were male. The majority of these individuals, 88.78%, were between the ages of 21 and 24, the remaining audience being 25 to 34 (3.06%), 35 to 44 (1.02%), 45 to 54 (3.06%), 55 to 64 (3.06%), and 75 and older (1.02%). The results of the questions asked are as follows.

How often do you drink wine?



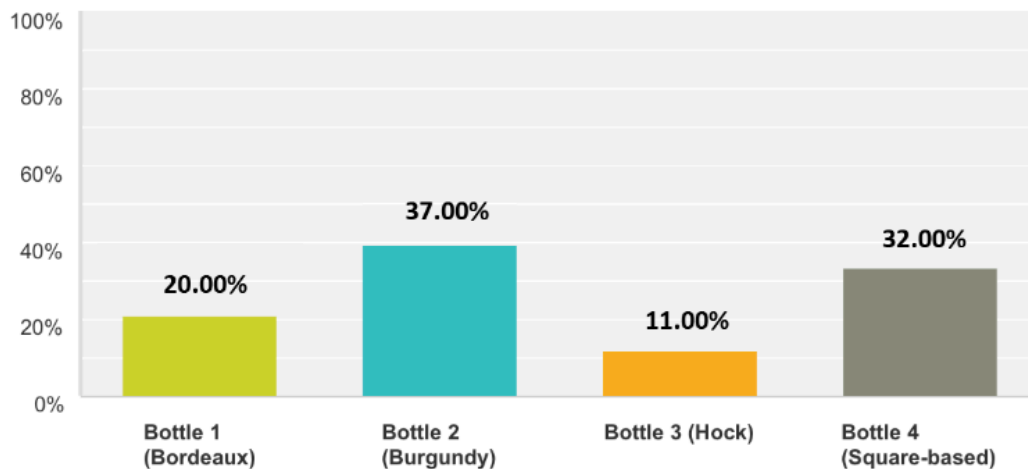
In order to get an understanding of what role wine has in the participants' lives, it was important to assess if and how often each person consumed wine. Since the rest of the questions are based on customer preference in choosing a wine bottle, it is necessary to look at those who drink wine and how often they do so. If a majority of

people surveyed said that they never drank wine, the data could possibly have different results. For this survey, however, only 3.03% said they never drank wine. The majority of the remaining participants said that they drank wine a few times a month (42.42%).

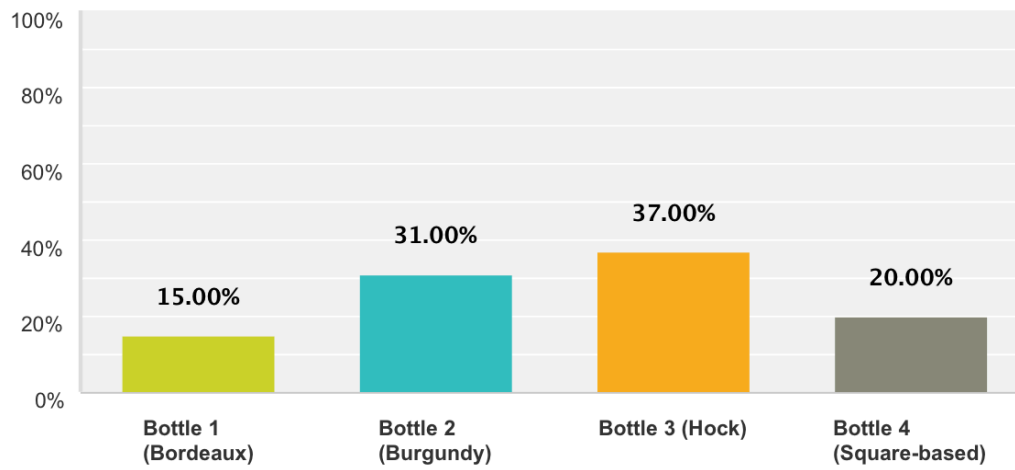
The next 4 Questions were based on the image below.



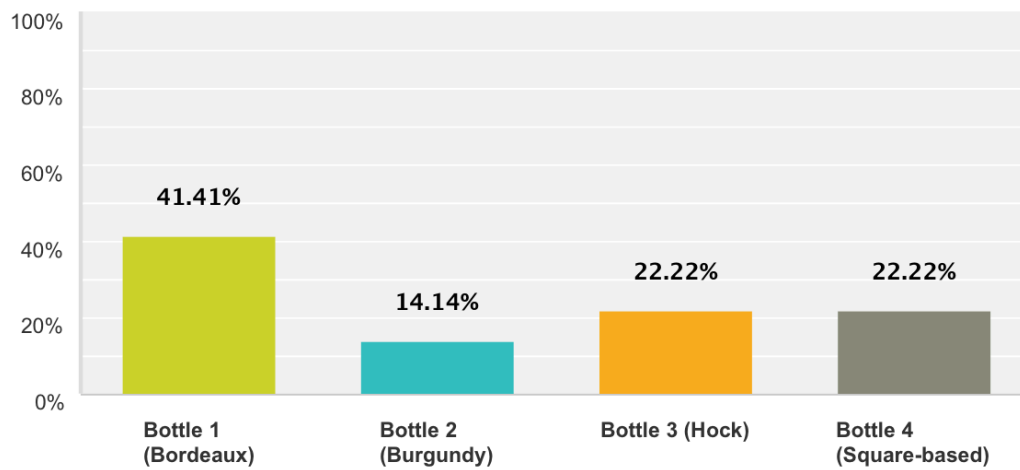
Which bottle shape captures your attention the most?



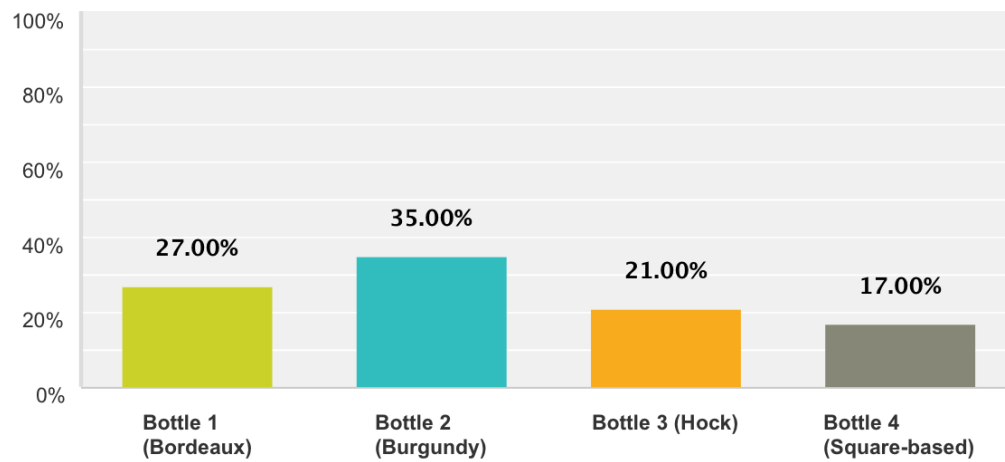
Which bottle appears to be the most expensive?



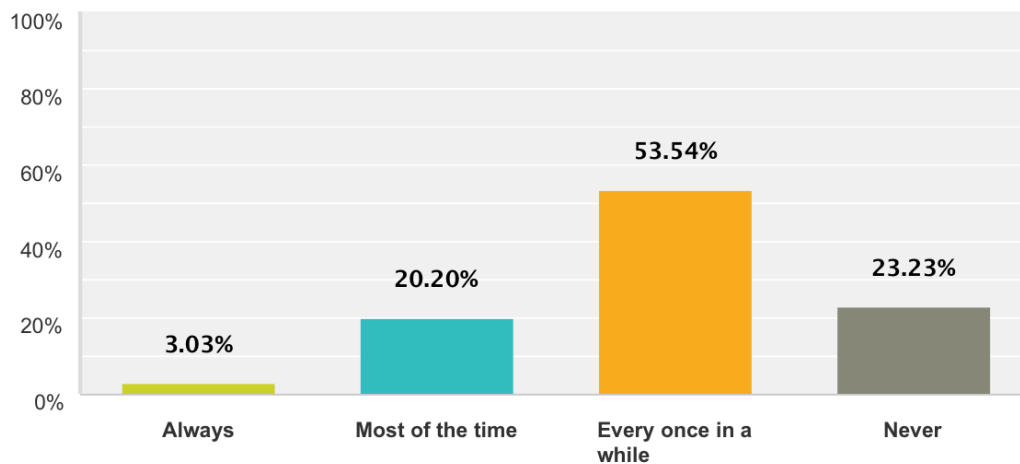
Which bottle appears to be the least expensive?



Which bottle would you purchase if the price and wine for each bottle were the same?



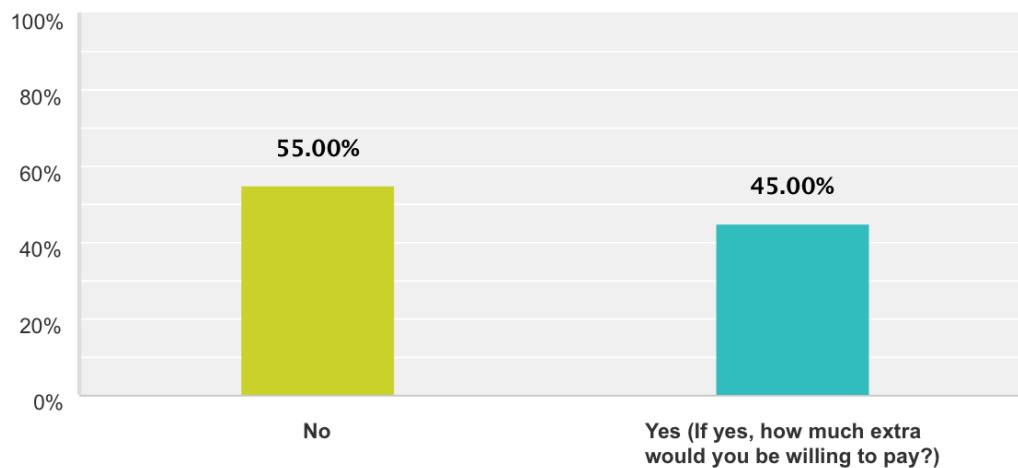
Does green (environmentally friendly) packaging play a role in decision-making when purchasing a product?



This question deviated from the topic of wine bottle shapes and inquired about their general preference when it comes to buying “green” products. While many of those surveyed *did* consider the environmental impact a package has during a purchase, it was not the most important factor to them. 53.54% said that they would take “green” packaging into consideration every once in a while, while only 3.03% said it always

plays a role in the decision making process. 23.23% said they never base their decision on the environmental aspects of a package.

Would you be willing to pay extra for green packaging?



Although many participants said that they would look at the environmental aspect of packaging when making their purchasing decision, they were split when it came to having to pay extra for a more environmental package. 55% said that they would not pay any extra, while 45% said they would. Of those 45%, 24% said that they were willing to pay \$2 extra. Other common responses were \$5 (18%), \$1 (13%), \$3 (13%) as well as paying about 10% of the original price (4%). One person claimed they would pay \$10 extra for environmentally sound packaging.

Interview Results

In addition to conducting a consumer based survey, Allison Evanow, founder and CEO of Square One Organic Spirits was interviewed. Her company focuses on

producing organic spirits from 100% organic rye and all Square One spirits come in a square-based bottle (figure 3).



Figure 3. Square One flavored vodka

Retrieved from: <https://spiritedgifts.com/flavored-vodka/square-one-flavored-vodka/>

Although Allison's company does not manufacture wine, the information she provided was valuable in understanding her company's motivation in choosing a rectangular bottle shape as well as the advantages and disadvantages that come from working with this design. Below are the questions asked as well as Allison's responses.

What was the reason to choose a square shape for your bottle as oppose to the standard round shape? Was it mainly to stand out on the shelves or did environmental concerns (such as being able to fit more bottles in a shipping container) play a role in it?

"Primary reason was simply the shape reinforced the brand name and thus created a stronger branding platform for the brand. The side benefit was that indeed, the shipper

is smaller and thus we fit more bottles onto a pallet than a standard wine bottle. So from that point of view, not only does it create both cost and environmental savings on shipping, but it also takes up less space on a retail shelf or backbar when the account has multiple bottles of our brand.”

Have you noticed a cost saving for producing a square bottle as opposed to a rounded one?

“Because of both the square shape and the debossed squares on our bottle, ours is a custom mould. Thus it is more expensive than round. There really are very few square bottles on the market, and most of those that do exist are custom bottles, which makes it more expensive as the bottles can not be made in large quantities to allow lower cost. In general, a square bottle will always cost more than a round one. See below.”

Are there any problems when it comes to production of the bottle? (i.e. is it more difficult or expensive to produce than the standard round bottle? Are there any common defects in production such as bottle cracks or breaks?)

“It is definitely more expensive to produce a square bottle because it generally requires a semiautomatic process instead of an automatic process. The implication is that the glass production line must run slower. The reason for needing a slower line is that the glass naturally does not flow through the mould as easily and gets "stuck" in the corners. It is much more difficult to get even distribution of glass with square corners. You will see bottles such as Jack Daniels or Jose Cuervo Gold, that are squareish, but have rounded corners and sloped shoulders. This is the compromise between a purely square bottle and a round one if one desires a square looking bottle. Most importantly, the shoulder area is the area that causes the most concern for possible breakage on a very squared off bottle because the angle from the shoulder to the neck at the base is

often too close of a right angle and thus can create breakage. Getting enough glass in the corners to prevent breakage if the bottle is accidentally tapped on a hard surface is important, just as getting enough glass at the base of the neck and with a slight slope is important. We did have breakage at the neck in our first design, and later had to add a slight slope transition from the shoulder to the base of the neck.”

Does the bottle require more or less glass material than the standard round bottle?

“Unfortunately it requires more in our case, and this is because it requires ensuring that enough glass is in the corners to prevent breakage if the bottle is tapped against a hard surface. This then pretty much eliminates any shipping cost and environmental savings (much to our chagrin as a company that tries to use green practices).

“In general, as a standard wine bottle, I would never recommend the use of a true square bottle. The cons are greater than the pros. However, if the bottle becomes part of the branding, such as with Square One, the additional costs could be considered as part of the brand marketing, not on the P&L of course, but simply as a justification for making the brand stand out more. Having said that, a squareish bottle such as seen in Jack Daniels or Cuervo (but obviously taller, fitting the wine category) with rounded corners and a much less angled shoulder-to-neck slope, could work. These design changes would dramatically decrease the overall cost of production due to the need for less glass and reduction of breakage issues as the mould will more closely mimic a round bottle shape as far as glass distribution. It can then be run on an automatic process, saving money due to efficiencies in the time of the production run and the use of glass material, while still delivering a more efficient shipping footprint.”

Chapter 5

Conclusion

When it comes to new product development or product improvement, there are two main factors that a producer must address before carrying on with the idea: is the product feasible to produce from a manufacturing standpoint, and will it be accepted by the consumer.

Allison Evanow, founder and CEO of Square One Organic Spirits was able to provide valuable insight into the manufacturing process of a square-based wine bottle. By working with these rectangular bottles on a daily basis, she has seen both the advantages and disadvantages this bottle shape has to offer. Unfortunately, Evanow states that there are several problems that come with producing a square-based bottle. Dealing with cracks and breakage of the glass is a problem that comes with this design since there is less glass material in the corners of the bottle. These areas are more susceptible to stress so breaks by the neck of the bottle are common. In order to combat this, Square One “had to add a slight slope transition from the shoulder to the base of the neck” as well as add extra material to the corners (Evanow). Another downside that Evanow pointed out was that since the unique bottle design required a semi-automatic process instead of a fully automated one, production costs were more expensive since this process requires a slower production line. “The reason for needing a slower line is that the glass naturally does not flow through the mould as easily and gets ‘stuck’ in the corners. It is much more difficult to get even distribution of glass with square corners” (Evanow). With a slower production line, fewer bottles are being produced than normally could with an automatic process.

There are a few benefits mentioned by Evanow, however, they do not seem to outweigh the negative downsides given. She backs up the hypothesis stated in the first chapter that the rectangular design requires a smaller shipping container and therefore more units can fit on a pallet as compared to the standard round bottle. She also states, “not only does it create both cost and environmental savings on shipping, but it also takes up less space on a retail shelf or backbar when the account has multiple bottles of our brand” (Evanow). But these reasons alone do not make up for the cost of production, in fact, the two end up cancelling each other out which means that the environmental savings are not justifiable.

But even with the drawbacks that producing a square-based bottle possess, companies like Square One or California Square still find it beneficial to produce them. This is because it adds to their brand image and consumers are willing to purchase their products. The way a product is marketed greatly affects sales. For these two alcohol brands, the square theme was reflected throughout their branding, so spending extra money to produce a square-based bottle made sense to them. However, by looking at the survey data from chapter 4, it would appear that the rectangular shape alone does not completely sell the product to the consumer. When asked which bottle the participant would purchase if both the price and quality of the wine remained the same, only 17% chose the square-based bottle and 35% preferred the burgundy shape. But when asked which bottle caught the participant’s attention more, the square-bottle (32%) did not fall far behind the Burgundy (37%). The potential for consumer acceptance for a square-based bottle is there, it just depends on how the company chooses to market it. For example, 76.77% surveyed consider the environmental impact of a packaged product upon purchase to some degree, and even 45% said they would be willing to pay extra if there were environmental benefits to it. Therefore, if a wine

company were to market to environmentally conscious consumers, they could design their labels to call attention to their bottle's unique design and the environmental benefits it possesses.

Although the square-based bottle for wine may not have the full environmental benefits it may appear to have, the idea alone should not be disregarded completely. The unique shape sets it apart from other wine bottles in the market and this feature has worked for other big name beverages like Coca Cola or Patron. In order to make square-based wine bottles more feasible, future design development can lead to hybrid bottles with sloped corners similar to that of the Jose Cuervo bottle. This shape allows the glass to slip out of the mold more easily allowing for quicker manufacturing and opportunity for mass production. With a bottle like this, it can still effectively reduce the amount of wasted space in a shipping container while being easily produced without breakage as well. So while a completely rectangular-shaped wine bottle is not likely to be seen outside of California Square Wine in the future, that doesn't mean that a hybrid version should be ruled out. Wine company's looking into reducing their shipping costs and creating a unique product for themselves would benefit from considering a "square-ish" bottle design for themselves.

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Appendix A

Winery Questionnaire

Survey on Wines Bottles Shapes

1. What is your gender?
☐ Female ☐ Male
2. What is your age?
☐ 21 to 24 ☐ 25 to 34 ☐ 35 to 44 ☐ 45 to 54
☐ 55 to 64 ☐ 65 to 74 ☐ 75 or older

3. How often do you drink wine?
☐ Almost every day ☐ A few times a week
☐ A few times a month ☐ A few times a year
☐ Never

4. Which bottle shape (see image) captures your attention the most?

- ☐ Bottle 1 (Bordeaux)
☐ Bottle 2 (Burgundy)
☐ Bottle 3 (Hock)
☐ Bottle 4 (Square-based)

Use this image as a reference to questions 4-7



5. Which bottle (based only on shape) appears to be the most expensive?

- ☐ Bottle 1 (Bordeaux)
☐ Bottle 2 (Burgundy)
☐ Bottle 3 (Hock)
☐ Bottle 4 (Square-based)

6. Which bottle (based only on shape) appears to be the least expensive?

- ☐ Bottle 1 (Bordeaux)
☐ Bottle 2 (Burgundy)
☐ Bottle 3 (Hock)
☐ Bottle 4 (Square-based)

7. Based on the bottles pictured above, which would you purchase if the price and wine were the same?

- ☐ Bottle 1 (Bordeaux) ☐ Bottle 2 (Burgundy) ☐ Bottle 3 (Hock)
☐ Bottle 4 (Square-based)

8. Does green (environmentally friendly) packaging play a role in making your purchasing decision for a product?

- ☐ Always ☐ Most of the time ☐ Every once in a while ☐ Never

9. Would you be willing to pay extra for green packaging?

- ☐ Yes
 -If yes, how much extra would you be willing to pay? _____
☐ No

Thank you! Please feel free to write any additional comments below or on the back of this paper.