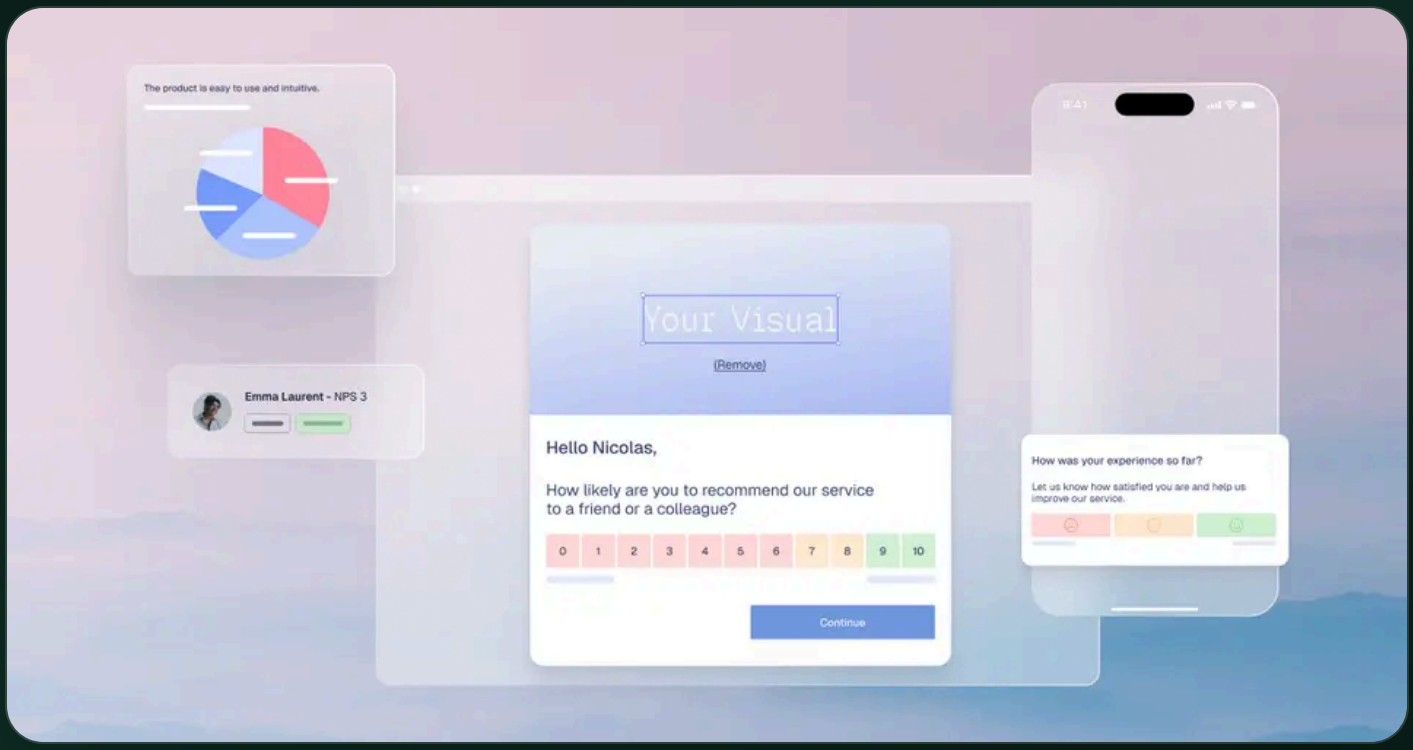
ToolGPA

NOVEMBER 2026

Refiner

The Insider's Guide

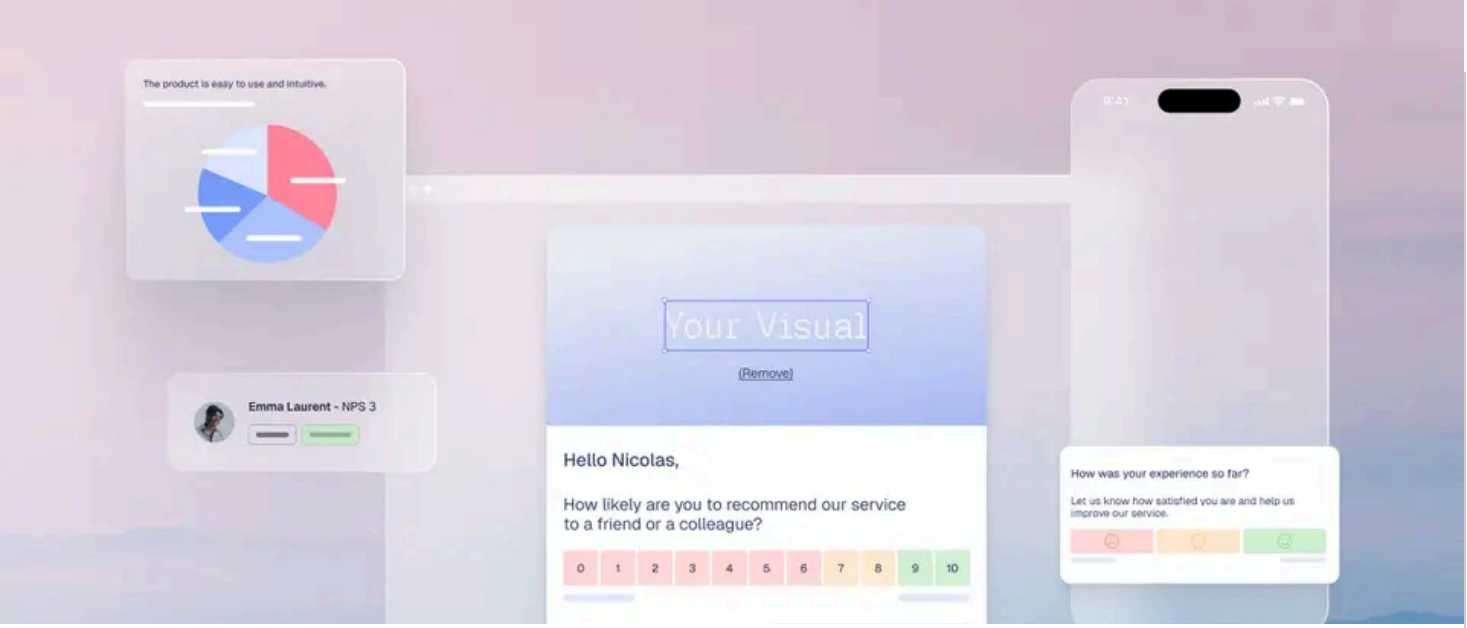
In-app and website microsurveys for SaaS customer feedback



Every plan, grade, refund rule and rival among form and survey tools, read from Refiner's own pages.

Made by Refiner SAS · checked Nov 13, 2026 · toolgpa.com

1.8
GPA



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Who made this guide, what else is on the site, and how to cite it

ToolGPA put this guide together from Refiner's own pages, its app-store listings and our grades. Every fact in it is on Refiner's page too, where it is kept up to date. Checked Nov 13, 2026.

Welcome

What it is, who it suits, its grades and the ten things to know first

1.8

GPA, above 8 of the 148 other form and survey tools we grade

Refiner is a survey tool for SaaS teams that shows short NPS, CSAT, CES and product-market-fit surveys inside web and mobile apps, on websites, in emails and on survey pages. Surveys are targeted by user traits and behavior, and prices follow the number of monthly active users.

To get you started, here are **9 things to know about Refiner**, taken from its own pages and our grades.

> "
>
> **Installing the SDK and setting up targeting takes developer time.**
>
> From our grade for ease of use

1 **Best for short in-app NPS and CSAT surveys for SaaS**

Refiner shows short NPS, CSAT and product-market-fit surveys inside web and mobile apps, targeted by user behaviour.

2 **Paid plans start at $149 a month**

As its pricing page puts it: $149 per month for up to 5,000 monthly active users, billed monthly.

3 **You can try it first**

Free trial account with no length stated on the pricing page.

4 **It runs on 3 platforms**

Web, iOS and Android.

5 **Survey types**

In-app surveys for web and mobile, website popup surveys, email surveys and shareable survey pages.

6 **Ready templates**

NPS, CSAT, CES and product-market-fit templates, plus survey logic, banner images and video questions.

7 **User targeting**

Target by user traits on Essentials; behavior-based segments and tracked-event triggers are on Growth.

8 **A 1.8 GPA, above 8 of 148**

That is against the other form and survey tools we grade, on value, the free plan, features, ease of use and platforms.

9 **Keep it**

The plain part of Refiner you could make: surveys, forms, reports and templates. What surrounds it you could not. The 3 things listed below take a company, not a weekend.

Refiner at a glance

PRICING
Free trial, from $149 per month for up to 5,000 monthly active users, billed monthly

FREE PLAN
No

FREE TRIAL
Free trial account with no length stated on the pricing page.

RUNS ON
Web, iOS, Android

MADE BY
Refiner SAS

CATEGORY
Forms & Surveys

OUR GRADE
1.8 GPA, weak

The report card

Best for short in-app NPS and CSAT surveys for SaaS

Refiner shows short NPS, CSAT and product-market-fit surveys inside web and mobile apps, targeted by user behaviour. It starts at $149 a month for 5,000 users with no free plan, and the API needs Growth at $279.

TOOLGPA REPORT CARD

Refiner

Graded Nov 13, 2026

SUBJECT	GRADE	COMMENT
Value for money	D	$149 a month at 5,000 monthly users billed monthly ($1,490 a year), in the forms category's dearest tenth, and it rises with user count.
Free plan and trial	D	A free trial with no length stated on the pricing page, and no free plan.
Features	C	Survey types, templates, user targeting, AI tagging and mobile SDKs. But multilingual surveys, the REST API, webhooks and CRM integrations need Growth, and Essentials caps published surveys at 20.
Ease of use	C	No store rating on record. Installing the SDK and setting up targeting takes developer time.
Platforms and integrations	B	Web, iOS and Android SDKs with HubSpot, Braze, Salesforce, Amplitude, Mixpanel, Slack and Zapier. No desktop app.

Grade point average — Weak, out of 4.0 **1.8**

An A is worth 4 points, a B 3, a C 2, a D 1 and an F nothing. The GPA is the average of the five.

Who Refiner is for

- ✓ Fits if you run a SaaS app with identified users and want surveys inside it
- ✓ Works for product teams that track NPS and product-market fit

Who it is not for

- ✗ Pricey if you're small: $149 a month for 5,000 users, rising with more users
- ✗ Skip it if you want a free plan, because there isn't one
- ✗ Watch out: the API, webhooks and CRM integrations need Growth at $279 a month
- ✗ Not for you if you want general or long surveys, as it's built for apps with identified users

Good to know

Good for

- ✓ SaaS product and customer success teams running in-app NPS and CSAT
- ✓ Teams that want responses unlimited and pricing tied to user count
- ✓ Companies that target surveys by user behavior or tracked events

Worth knowing

- ⓘ There is no free plan; the entry price is $149 a month at 5,000 active users and rises with user count.
- ⓘ Multilingual surveys, REST API, webhooks and CRM and CDP integrations need Growth.
- ⓘ Essentials caps published surveys at 20 and dashboards at 2.
- ⓘ It is built for apps with identified users, not for general-purpose forms or long surveys.

PART 02 · PRICING

What it costs

Every plan, the free plan, ways to pay less and how prices have moved

$149

A month to start

Refiner is a paid product with a free trial, starting at $149 per month for up to 5,000 monthly active users, billed monthly.

> **A free trial with no length stated on the pricing page, and no free plan.**

From our grade for free plan and trial

ESSENTIALS

$149

per month for 5,000 users, billed monthly ($1,490 billed yearly)

Unlimited responses and team members, all survey types, AI tagging. $179 a month at 10,000 users.

GROWTH

$279

per month for 5,000 users, billed monthly ($2,790 billed yearly)

Adds event tracking, multilingual surveys, CRM, CDP and analytics integrations, REST API. $325 a month at 10,000 users.

ENTERPRISE

Custom

Custom data volumes, security and governance, procurement terms and dedicated customer success; sold through sales.

Trying it first

Free trial account with no length stated on the pricing page.

Read from refiner.io on Nov 13, 2026.

Ways to pay less

ANNUAL DISCOUNT

Save 17% with annual billing

Refiner's pricing page shows a 17% saving on annual billing: $1,490 a year for Essentials at 5,000 users versus $149 a month.

Stated on refiner.io

What it does

Its main features, where it runs, what it works with and who makes it

3

Places it runs: Web, iOS and Android

In-app and website microsurveys for SaaS customer feedback. Here is what it does, as its own site describes it, and what it covers: public API, AI features, templates, forms, surveys, reports.

"

Survey types, templates, user targeting, AI tagging and mobile SDKs.

From our grade for features

Survey types

In-app surveys for web and mobile, website popup surveys, email surveys and shareable survey pages.

Ready templates

NPS, CSAT, CES and product-market-fit templates, plus survey logic, banner images and video questions.

User targeting

Target by user traits on Essentials; behavior-based segments and tracked-event triggers are on Growth.

Reporting and AI tagging

Dashboards, NPS and CSAT charts and AI response tagging. Essentials allows 2 dashboards; Growth allows unlimited.

Mobile SDKs

Native iOS and Android SDKs, with React Native and Flutter listed in the feature comparison.

Integrations

Sync data with tools such as HubSpot, Braze, Amplitude, Mixpanel and Slack; Claude, ChatGPT and MCP access are on Essentials.

Where it runs

Web · iOS · Android

What it works with

HubSpot · Braze · Salesforce · Amplitude · Mixpanel · Slack · Zapier · Claude

Refiner is made by Refiner SAS.

PART 04 · STANDING

Where it stands

Its grades against its category, and whether to keep it or make your own

8/148

Other form and survey tools it is graded above

Refiner's GPA of 1.8 is higher than 8 of the 148 other form and survey tools we grade, and level with 17.

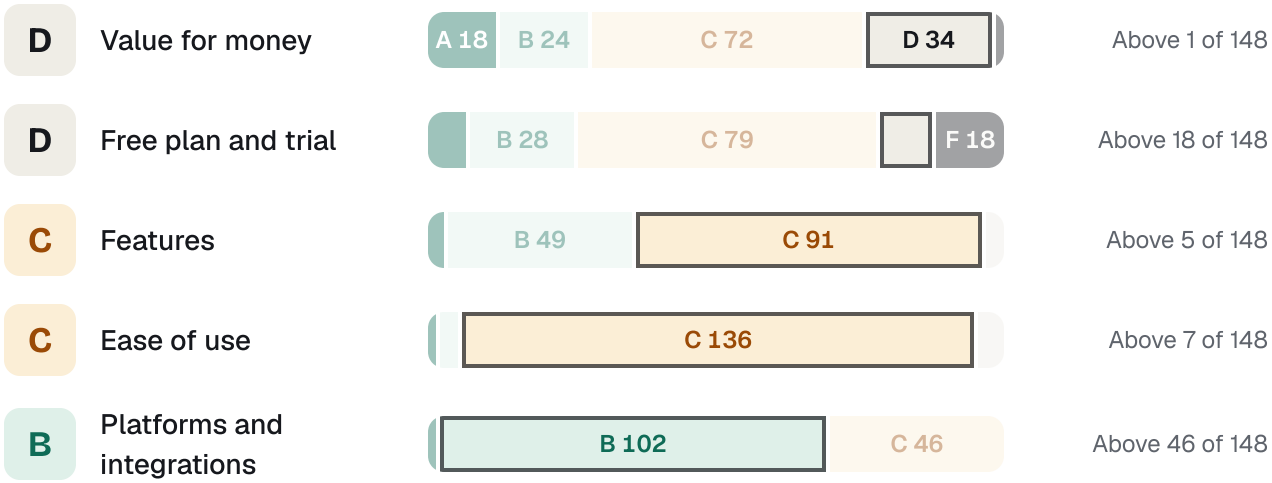
It stands best on platforms and integrations (B, above 46 of 148) and worst on value for money (D, above 1).

Its paid plans start at $149 a month, against a middle price of $20 for the category: 101 of the 114 others that charge start lower.

On features, ease of use and platforms it scores 2.3 out of 4. 38 tools score higher and cost less.

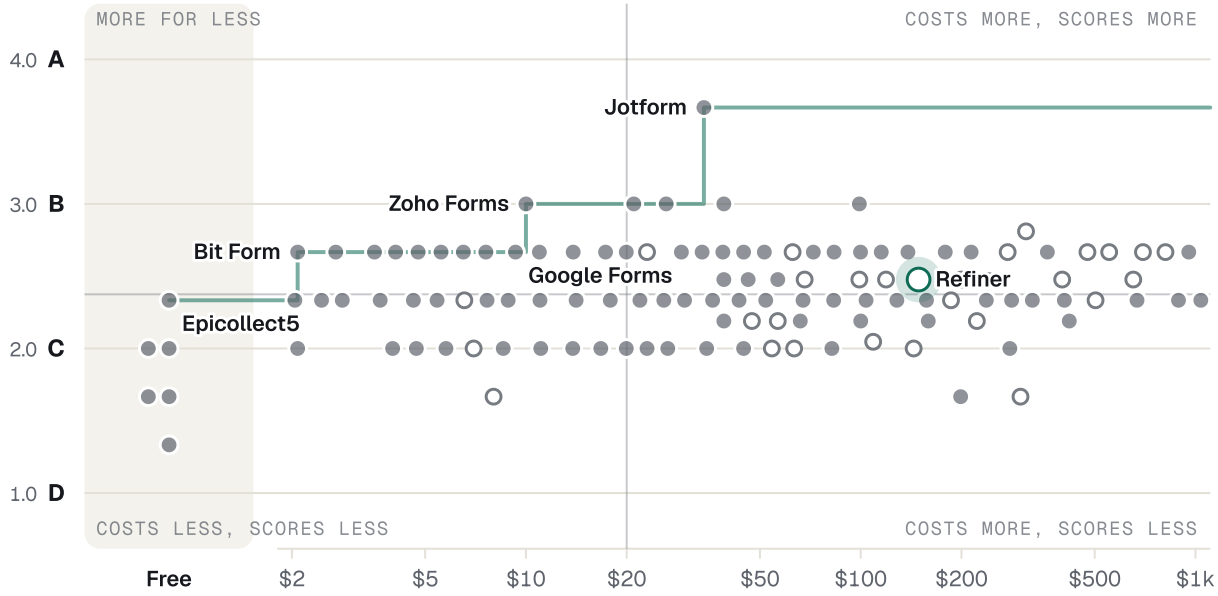
Each grade against the category

Every bar is all 149 form and survey tools we grade, cut by the letter each got. Refiner's own letter is outlined.



Price against what you get

Each dot is one of 121 form and survey tools. Further left costs less; higher up scores better on features, ease of use and platforms. Refiner is the marked dot.



What paid plans start at, a month (each step along is roughly double)

Keep it, or make your own?

Whether this is something you could build for yourself with an AI app builder, and what you would give up.

Keep it

The plain part of Refiner you could make: surveys, forms, reports and templates. What surrounds it you could not. The 3 things listed below take a company, not a weekend.

That makes this kind of software worth paying for, not this one in particular: 123 of the 148 other form and survey tools grade higher. It costs $1,788 a year.

What you could make

- Surveys, forms, reports and templates: an app builder makes these well.

What you could not

- A real app for iOS and Android. Something home-made would be a web page.
- It plugs into other products, HubSpot, Braze and Salesforce among them, and has an API.
- AI features, unless you pay a model provider for each request yourself.

What this rests on. Refiner's listing: what it does, where it runs, what it plugs into and what it costs. It is a judgement about the kind of software this is. We have not built a replacement for it, and making your own means looking after it too. How we decide, and every tool's verdict.

The alternatives



Survicate, Zonka Feedback, Typeform, SurveySparrow and Formbricks

The tools it is most often weighed against, side by side

The 5 tools Refiner is most often weighed against, with where each one differs from it.

2.2 GPA

Survicate

Free trial · from $56/mo

Customer feedback surveys for email, web and mobile apps.

- Only Refiner lists iOS and Android apps.
- Refiner also covers forms.

Refiner and Survicate compared in full

2.2 GPA

Zonka Feedback

Free trial

Customer feedback surveys with AI analysis of what people say.

- Refiner also covers templates.
- Zonka Feedback also covers workflow automation.

Refiner and Zonka Feedback compared in full



2.4 GPA

Typeform

Free plan · from $28/mo

Form, survey and quiz builder with logic, AI and video questions.

- Typeform has a free plan. Refiner does not, though it has a free trial.
- Only Refiner lists iOS and Android apps.
- Typeform also covers workflow automation.

Refiner and Typeform compared in full



2.4 GPA

SurveySparrow

Free plan · from $19/mo

Chat-style survey and customer feedback platform with AI analysis.

- SurveySparrow has a free plan. Refiner does not, though it has a free trial.
- SurveySparrow also covers workflow automation.

Refiner and SurveySparrow compared in full



2.4 GPA

Formbricks

Free plan

Open-source survey platform for links, websites and apps.

- Formbricks has a free plan. Refiner does not, though it has a free trial.
- Only Refiner lists iOS and Android apps.
- Formbricks is open source and self-hostable, according to its own site.

Refiner and Formbricks compared in full

PART 06 · QUESTIONS

Quick answers

The questions people ask about it, each answered in a line or two

14

Questions, each answered in a line or two

The short version of everything above, for when you only need the answer. Each one is told in full in its part of the guide.

Is Refiner free?

No, Refiner is a paid product, but you can try it first. Free trial account with no length stated on the pricing page.

How much does Refiner cost?

Refiner lists 3 plans. Essentials: $149 per month for 5,000 users, billed monthly ($1,490 billed yearly).

What platforms does Refiner work on?

Refiner is available on Web, iOS and Android.

Does Refiner offer any discounts?

Refiner publicly lists the following: Save 17% with annual billing.

Does Refiner have a Windows app?

No Windows app was listed when its pages were read on Nov 13, 2026. Refiner is listed for Web, iOS and Android.

Does Refiner have a macOS app?

No macOS app was listed when its pages were read on Nov 13, 2026. Refiner is listed for Web, iOS and Android.

Is Refiner open source?

Refiner is not described as open source on its own site, as read on Nov 13, 2026.

Does Refiner have an API?

Yes. Refiner offers a public API, according to its own site.

What does Refiner integrate with?

Refiner's listing names HubSpot, Braze, Salesforce, Amplitude, Mixpanel, Slack, Zapier and Claude.

Who makes Refiner?

Refiner is made by Refiner SAS.

What are the alternatives to Refiner?

The closest alternatives to Refiner in our directory are Survicate, Zonka Feedback, Typeform, SurveySparrow and Formbricks.

How does Refiner compare with other form and survey tools?

Refiner's GPA of 1.8 is higher than 8 of the 148 other form and survey tools we grade, and level with 17.

Is Refiner good value for money?

ToolGPA grades Refiner D for value for money. Its paid plans start at $149 a month, against a middle price of $20 for the category: 101 of the 114 others that charge start lower.

Could I make my own version of Refiner?

The plain part of Refiner you could make: surveys, forms, reports and templates.

Where this guide comes from

The prices, plans, platforms and features were read from Refiner's own pages on Nov 13, 2026, and the grades were given on Nov 13, 2026. Graded from this listing, whose facts were read from Refiner's own pages on 13 November 2026. Not based on using the product, and shorter than our full reviews.

Every tool we list gets five grades, A to F, each with its reason, and a GPA that averages them. How each is decided is at toolgpa.com/grades. This guide is ToolGPA's own work; it is not made, paid for or approved by Refiner SAS. Prices change, so check refiner.io before you buy.

refiner.io/pricing/
refiner.io/integrations/
refiner.io/legal/privacy-policy/

About ToolGPA

Who made this guide, what else is on the site, and how to cite it

7,721

Tools graded, in 95 categories

ToolGPA grades software the way a school report grades a pupil: five subjects, a letter for each with the reason written beside it, and a GPA that averages them. Prices, plans and platforms are read from each maker's own pages and dated, so you always know how fresh a figure is.

Every grade, review and ranking on ToolGPA is our own judgement. No company can pay for a grade or change one. Every tool on the site has a guide like this one, free to download and pass on. It all lives at toolgpa.com.

7,721	95	739	579
tools graded	categories	price changes on record	apps priced in 12 countries

What else is on toolgpa.com

Refiner, kept up to date

Everything in this guide, with prices and grades as they are today

toolgpa.com/tools/refiner

How grades are given

The rules behind every letter and every GPA

toolgpa.com/grades

Value charts

What each tool costs against what it scores, for every category

toolgpa.com/charts

Compare

Any two tools side by side, plan by plan

toolgpa.com/compare

Price changes

Every price rise and cut on record, each with its source

toolgpa.com/price-changes

Prices by country

What apps cost on the App Store in 12 countries

toolgpa.com/prices-by-country

Pay less

Every public discount: yearly billing, students, nonprofits

toolgpa.com/save

Keep or make

Which tools are worth paying for, and which you could build yourself

toolgpa.com/keep-or-make

Scan for the live page

Prices and grades as they are today

Quoting this guide?

Please name ToolGPA and link to the live page, so readers can check the figures for themselves:

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ToolGPA, "Refiner: The Insider's Guide",
checked Nov 13, 2026.
https://toolgpa.com/tools/refiner
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Know someone choosing between form and survey tools?

Send them this guide: toolgpa.com/tools/refiner/guide

ToolGPA elsewhere: youtube.com/@toolgpa

See our other guides

The best-graded form and survey tools after Refiner, each with an Insider's Guide of its own.

Forms & Surveys Insider's Guide

Every one of the 149 form and survey tools we grade, compared

Formester Insider's Guide

Form builder with unlimited forms and responses on the free plan

3.2 GPA

Formgrid Insider's Guide

Form builder with unlimited forms and responses on the free plan

3.2 GPA

Google Forms Insider's Guide

Form, survey and quiz builder that comes with a Google Account

3.2 GPA

ToolGPA

Choosing software? Every tool graded, every price dated.

Compare tools at toolgpa.com ›

Everything in this guide is ToolGPA's own summary of what Refiner's pages, its app-store listings and public reviews said on the dates shown. Grades are our judgement under the rules at toolgpa.com/grades. Every grade, review and ranking on ToolGPA is our own judgement. No company can pay for a grade or change one. Refiner is a trademark of its owner, and this guide is not made, paid for or approved by Refiner SAS. Prices and plans change: check refiner.io before you buy.