

Post-Purchase Survey Cost and Setup Sheet

Fairing vs KnoCommerce vs Ziggpoll vs Grapevine. List prices checked October 3, 2026. Built by Kaspian Fuad, Shopify developer.

Cost at 1,000 orders/mo

Grapevine \$25
Flat, unlimited responses.

Fairing \$99
501 to 1,000 orders tier.

KnoCommerce \$119
Analyst, 2 integrations.

Ziggpoll \$129
Advanced, 600 responses.

Cost at 3,000 orders/mo

Grapevine \$25
Same flat price.

KnoCommerce \$119
Flat at any volume.

Fairing \$149
1,001 to 5,000 orders.

Ziggpoll \$399
Premier. 40%+ answer = ~1,200 responses.

Cost at 10,000 orders/mo

Grapevine \$25
Still flat.

KnoCommerce \$119
Still flat.

Fairing \$249
7,501 to 10,000 orders.

Ziggpoll \$399
Premier, unlimited.

Fairing tiers (orders/mo)

0-200 Free
Unlimited questions.

201-500 \$49 | **501-1k** \$99
14-day trial.

1k-5k \$149 | **5k-7.5k** \$199
Steps up with volume.

7.5k-10k \$249 | **10k-15k** \$349
30k+ is custom.

KnoCommerce plans

Starter \$19
1 survey, 3 questions, 0 integrations.

Analyst \$119
2 surveys, 2 active integrations.

Pro \$299
4 surveys, 4 integrations.

Annual
Advertises 20%+ off.

Ziggpoll plans (App Store)

Lite Free
50 responses/mo.

Standard \$39
200 responses.

Advanced \$129
600 responses.

Premier \$399
Unlimited. \$3,588/yr annual.

Speed check

Thank you page only
UI extension, sandboxed worker.

App Speed Index
Kno/Fairing script ~50ms, post-purchase.

Risk = storefront extras
Exit-intent, PDP, on-site popups.

Test
Run the bloat detector before/after.

Aug 26, 2026 cutoff

Script tags stopped
Order status page, non-Plus stores.

Old Additional scripts survey
Stopped collecting.

Check
Responses after Aug 26 > 0?

Fix
Reinstall as an app extension.

Pick by situation

< 200 orders
Fairing free plan.

Lowest bill
Grapevine \$25 flat.

Triple Whale stack
Fairing or KnoCommerce.

Research beyond checkout
Ziggpoll.

The question

One required question
Where did you first hear about us?

Shuffle answer order
Kills top-of-list bias.

List channels you buy
Meta, TikTok, Google, podcast, creator.

Verify monthly
Survey share vs platform claims.