

# Payment Policy

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Empirical (OPC) Private Limited · cloxy.co

## Platform payments are rolling out progressively

Platform payments are being enabled progressively across Cloxy accounts. Until payments are active for your account, pay is settled **directly between the business and the worker** at the rate displayed on the shift, and Cloxy does not process, hold, or transfer any funds. The rest of this policy describes the platform payment system that applies once it is enabled for your account.

This Payment Policy explains how money moves on Cloxy - who pays whom, how shift pay is calculated, what fees apply, and what happens when a payment fails or is disputed. It applies to workers using the Cloxy Talent app and businesses using the Cloxy Business app, and forms part of the [Terms of Service](#).

Read it together with the [Worker Terms](#), the [Business Terms](#), and the [Cancellation & No-Show Policy](#).

## The short version

Businesses register a card or a UPI AutoPay mandate through Razorpay. When a worker clocks out, the business is automatically charged the worker's pay plus the platform fee (currently 0), and the worker's pay is transferred to their bank account or UPI through Razorpay. There is no wallet and no escrow - Cloxy never holds your money.

## 1. How pay works before platform payments are enabled

Cloxy is enabling platform payments progressively, account by account. Until they are enabled for your account:

- The pay shown on the shift is the amount the business owes the worker. Every shift displays its pay before a worker applies.
- The business pays the worker **directly** - in cash, by bank transfer, or by UPI - as the two of you arrange.
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Cloxy does not process, hold, collect, or transfer any funds in these direct settlements, and charges no fee on them.

- Cloxy's clock records still establish the hours worked. If there is a disagreement about pay, workers can raise a pay dispute in the app (Section 11).

When platform payments are enabled for your account, the apps will reflect it and the rest of this policy applies in full.

## 2. Key terms

### Gross pay

The amount a worker earns for a shift, calculated as described in Section 6, before any tax the law requires to be deducted.

### Platform fee

The fee Cloxy charges the business for a shift, always shown before the shift is posted (Section 7).

### Payment method

The tokenized card or UPI AutoPay mandate a business registers through Razorpay to pay for shifts.

### Linked account

The payout account Razorpay creates for a worker, connected to the worker's bank account or UPI ID, through which shift pay is settled.

### Razorpay

Our payment provider, an RBI-regulated payment aggregator. All money on Cloxy moves through Razorpay.

## 3. How money moves - no escrow, no wallet

The payment flow is deliberately simple:

1. The business registers a payment method through Razorpay (Section 4).
2. A worker completes a shift and clocks out.
- 3.

The total for the shift - the worker's gross pay plus the platform fee - is **automatically charged** to the business's payment method.

4. The worker's gross pay is transferred to the worker's Razorpay linked account.
5. Razorpay settles the money to the worker's bank account or UPI on the gateway's standard settlement timelines.

#### **Cloxy never holds your money**

There is no escrow and no wallet on Cloxy. Funds move from the business to the worker through Razorpay, an RBI-regulated payment aggregator. Cloxy never holds, pools, or controls user funds at any point.

## 4. Registering a payment method (businesses)

Before a business can use platform payments, it registers a payment method through Razorpay:

METHOD	HOW IT WORKS	WHAT CLOXY STORES
<b>Card</b>	Your card is tokenized by Razorpay. Charges for completed shifts are made against the token.	Only the last four digits, card network, issuer, and expiry month/year - never the full card number.
<b>UPI AutoPay mandate</b>	You approve a recurring UPI mandate in your UPI app. Charges for completed shifts are executed under the mandate.	Your UPI ID and the mandate details.

- **1 verification charge** - when you register a payment method, a 1 charge is made to verify that the method works.
- **Mandate cap** - UPI AutoPay mandates carry a default cap of **5,000**. A charge above the cap cannot be executed under the mandate and will fail (Section 8).
- **Keep it valid** - the [Business Terms](#) require you to keep a working payment method on file while you have hired workers on upcoming or running shifts.

How payment-method data is stored and protected is described in the [Privacy Policy](#).

## 5. Payout setup (workers)

To receive platform payments, you set up a payout account in the Talent app: you provide your PAN and either your bank account details (account holder name, account number, and IFSC code) or a UPI ID. We share these with Razorpay to create your linked account - this is the payout KYC described in the [Verification Policy](#).

Once your linked account is active, your gross pay for each completed shift is transferred to it automatically and settled to your bank account or UPI on Razorpay's standard settlement timelines. Cloxy does not control the exact credit time; settlement speed depends on the gateway and your bank. The [Privacy Policy](#) explains how payout details are stored and protected.

## 6. How shift pay is calculated

Pay for every shift is set by the business and displayed before a worker applies. The amount charged and paid at clock-out is calculated from the clock records:

Billing by pay model	
PAY MODEL	HOW THE AMOUNT IS CALCULATED
Hourly	Billed minutes x hourly rate. Billed minutes are the <b>lower of</b> the minutes actually worked (clock-in to clock-out) and the scheduled shift length - pay is capped at the scheduled duration.
Flat rate	The flat amount displayed on the shift.
Adjustments	Businesses can add extra pay or a tip to a shift as an adjustment. Adjustments are added to the worker's gross pay.

Working past the scheduled end does not automatically increase pay on an hourly shift. If a worker and a business agree to extra time or extra pay, the business records it as an adjustment.

## 7. Platform fees

- Cloxy charges the **business** a platform fee for each paid shift. The fee is either a percentage of the worker's gross pay or a fixed amount.
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The fee is **always shown to the business before the shift is posted**. The fee that applies to your shift is the one displayed at posting.

- The fee is charged to the business on top of the worker's pay. A worker's displayed pay is never reduced by the platform fee.

#### Launch pricing

The platform fee is currently **0** during launch. If that changes, the new fee will be visible before you post a shift

- a fee change never applies to shifts that were already posted.

## 8. Failed payments and retries

A charge can fail - a card is declined, a UPI mandate is revoked, or a charge exceeds the mandate cap. When that happens:

- The payment is **retried automatically**.
- Because Cloxy holds no funds, the worker's pay for that shift can only be transferred once the business's charge succeeds.
- Repeated or unresolved payment failures can lead to **restrictions on the business account** until the outstanding amount is settled, and to suspension under the [Terms of Service](#).

A failed charge does not extinguish the debt. Businesses remain responsible for the full amount owed for completed shifts, whether or not the automatic charge succeeds.

## 9. Refunds and payout reversals

Because charges happen automatically at clock-out, errors are rare but possible - for example, a charge based on clock records that are later corrected (see the [Cancellation & No-Show Policy](#) for how corrections work).

- **Refunds to businesses** - if a business was charged in error, or a pay dispute resolves in the business's favour, the excess is refunded to the original payment method through Razorpay.

- **Payout reversals** - if a transfer to a worker's linked account was made in error, it may be reversed through Razorpay or adjusted against a future payout. You will be notified in the app when this happens.
- Refund and reversal timelines depend on Razorpay and the banks involved; Cloxy initiates them promptly once a correction is confirmed.

## 10. Chargebacks

If a business disputes a charge with its bank or card issuer instead of raising it with us, Razorpay notifies us and we respond with the evidence the platform holds - the shift record, the clock-in and clock-out records, and the cost breakdown.

Raising a chargeback for a shift that was genuinely worked violates the [Business Terms](#) and can lead to account review, restrictions, or termination. Raise billing problems with us first - it is faster for everyone.

## 11. Pay disputes (workers)

If your pay is wrong or missing, raise a pay dispute directly in the Talent app. Two dispute types exist:

- **I was not paid** - the shift is complete but you have not received your pay.
- **Wrong amount** - what you received does not match the shift's displayed pay and your worked time.

Cloxy staff review pay disputes against the shift's pay terms and the clock records, and can correct clock records where a device failed - every correction is logged and both parties are notified in the app. If you are not satisfied with the outcome, escalate to the Grievance Officer via the [Contact & Grievance Officer](#) page: we acknowledge grievances within **24 hours** and resolve them within **15 days**.

## 12. Invoices and records

- The Business app shows a **cost breakdown for every shift**: the worker's pay, any adjustments, and the platform fee.

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Statutory **GST invoices** will be issued where applicable, once GST registration is active.

- Workers can see their earnings per shift and per month in the Talent app.

### 13. Taxes

- **GST** applies to the platform fee where applicable.
- **Workers are independent contractors** and are responsible for their own income tax on earnings from shifts, as set out in the [Worker Terms](#).
- **TDS** - where the law requires tax to be deducted at source on a payment made through the platform, it will be deducted and reflected in the payment records.
- Nothing in this policy is tax advice. Consult a professional about your own situation.

### 14. Currency, and changes to this policy

All amounts on Cloxy are in **Indian Rupees (₹ INR)**. No other currency is supported.

When we change this policy - for example, when platform payments are enabled more widely or a fee is introduced - we update the version and date on this page and notify you in the apps before material changes take effect. Questions about payments go to our support and grievance channel on the [Contact & Grievance Officer](#) page.