PAYMENTS POLICY

Phinx, a product of Sojaru Corp LLP

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Phinx is a product of Sojaru Corp LLP ("Sojaru", "we", "us" or "our"), a limited liability partnership registered in India under the Limited Liability Partnership Act, 2008 (LLPIN ACR-3169, GSTIN 19AFSFS5111B1ZZ), with its registered office at 2nd Floor, Flat 2A, 3/97 Chittaranjan Colony, Jadavpur, Kolkata 700032, West Bengal, India.

This Payments Policy explains how payments work on websites and applications built or hosted on Phinx, what we do to help you take payments, and what we never do. It forms part of our Terms of Service. In this policy, "you" means the Phinx customer who owns the site, and "your customers" means the people who buy from you.

1. THE SHORT VERSION

- Your customers pay you directly, into your own UPI account or your own payment gateway account.
- Phinx and Sojaru never collect, hold, process, settle or forward the money your customers pay you. We are not in the money path.
- You pay Phinx a flat fee for your website and tools. We take no cut and no share of your sales. Your sales are 100% yours.
- You are the seller. Refunds, complaints, invoices and taxes on your sales are yours to handle.

2. WHAT PHINX DOES

Depending on your plan and the option that suits you, we:

- add your own UPI QR code or payment link to your site;
- integrate the payment gateway you choose into your site, and test it before you go live;
- guide you, step by step, in opening a UPI merchant QR in your own name;
- help you register your business, for example Udyam (MSME) registration and GST registration, and help you open a current account; and
- prepare and submit a payment gateway application on your behalf, with your written authorisation, as described below.

3. WHAT PHINX NEVER DOES

- We do not receive your customers' payments into any Sojaru account.
- We do not hold your money, make payments to you from it, or deduct anything from your sales.
- We do not act as a payment aggregator or payment gateway, we do not hold funds for anyone, and we are not authorised by the Reserve Bank of India to do so.
- We do not store your customers' card numbers, UPI PINs or bank login details.

- We do not keep the login password for your UPI, bank or payment gateway account.
- We do not issue invoices or receipts to your customers in our name for your sales.

4. YOUR THREE OPTIONS

Option 1: Just starting out, with your own UPI

If you are testing an idea, you can start with a UPI merchant QR code opened in your own name, for example from PhonePe Business, Paytm Business or a similar app. Your customers pay you directly and the money lands in your bank account.

- The QR code is opened in your name, with your own KYC and your own mobile number, so the money always goes to you.
- We treat this option as suitable for testing, up to about ₹50,000 a month and ₹5 lakh a year in sales. This is our guidance, not a legal limit. UPI apps and banks set their own limits, and whether you need GST or other registration depends on your turnover and what you sell.
- Income you earn is taxable. You are responsible for your own income tax and, where applicable, GST.

Option 2: Growing, with your business registered

When you outgrow Option 1, we help you register as a sole proprietor and set up your business properly, including Udyam registration, GST registration when you need it, and opening a current account. Everything is registered in your name, with your own mobile number and email address. You complete the verification steps that the law requires you to do personally, such as Aadhaar authentication and OTPs.

Option 3: A full payment gateway

If you have a registered business, you can use a payment gateway of your choice from any provider authorised by the Reserve Bank of India, for example PhonePe, Razorpay or others, to accept cards, UPI, net banking and wallets. We help you apply and connect the gateway to your site. The provider runs its own KYC and approval process. Payments settle directly to your own business bank account.

5. WHEN WE APPLY TO A GATEWAY ON YOUR BEHALF

To save you paperwork, we can prepare and submit your gateway application through a provider's programme for partners and platforms. When we do:

- We act only with your signed Payment Gateway Setup Authorisation, for the provider you choose. The form can be downloaded at phinx.in/legal/Phinx_Gateway_Setup_Authorisation.pdf.
- The merchant account is opened in your name, with your PAN, your KYC and your bank account. It is never a sub-account of a Sojaru account.
- Settlements go straight from the provider to your bank account.
- You accept the provider's terms yourself, and you complete any verification that must be done by you, such as OTPs, video KYC or e-signing.
- We use the access the provider gives partners to help you, not your password. You can remove our access at any time from your gateway dashboard or by writing to us.

- We ask only for the documents the provider needs, and delete our copies within 30 days after the application is approved, rejected or withdrawn.
- The provider decides whether to approve your application. We cannot guarantee approval or a timeline.

6. FEES AND PARTNER EARNINGS

Our own fee for your plan, and for any registration or application help, is shown on our pricing page or in your quote. It is a flat fee. It does not depend on how much you sell.

Your payment gateway charges you its own transaction fees under its contract with you. We do not add anything to them.

Some providers pay partners like us a referral fee or a share of their own fee when a business we refer signs up. If we receive such a payment for your account, it comes from the provider's revenue, not from your sales, and we will tell you before you authorise the application.

7. YOUR RESPONSIBILITIES AS THE SELLER

- Describe your products and services honestly, show prices clearly, and deliver what you sell.
- Publish a refund and cancellation policy on your site, and handle refunds, cancellations, returns and complaints from your customers. Refunds are made from your own UPI or gateway account.
- Handle chargebacks and disputes with your payment provider directly.
- Issue invoices or receipts where the law requires, and pay the taxes on your sales.
- Sell only what the law and your payment provider allow, and follow our Acceptable Use Policy.
- Keep your UPI, bank and gateway credentials private.

8. WHO TO CONTACT

- Your customers should contact you about orders, payments and refunds.
- You should contact your UPI app or payment gateway about settlements, failed payments and chargebacks.
- Contact us about your website, the payment setup on it, and our own fees.

9. PHINX'S OWN BILLING

When you pay us for a Phinx plan or service, that payment is our revenue. We take it through our own payment gateway and issue a GST invoice in the name of Sojaru Corp LLP. Our Refund and Cancellation Policy applies to those payments.

10. NO ENDORSEMENT

Payment providers are named on our website and in this policy only as examples. Naming a provider does not mean that it endorses Phinx, or that we act as its agent. You are free to choose any authorised provider.

11. GENERAL INFORMATION ONLY

This policy is general information about how Phinx works. It is not tax, legal or financial advice. Please consult a qualified adviser about your own situation.

12. CONTACT US

Legal entity	Sojaru Corp LLP (LLPIN ACR-3169)
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Billing for Phinx fees	billing@sojaru.com