



# PROFESSIONAL SALON CONCEPTS

## PSC SHIPPING & SERVICE POLICIES

PSC's goal is to provide you with the highest level of customer service possible. Salon Matters is ready to assist you during our business hours, Monday-Friday: 8:00 a.m.-5:00 p.m.

### **How to place an order:**

By Phone 800-343-5289  
815-744-3384

By Fax 815-744-6931  
By E-mail [orders@pscspace.com](mailto:orders@pscspace.com)

**After hours:** Our automated attendant will assist you in leaving a voicemail order. Please be sure to leave your Name, Salon Name, Phone Number and items you wish to order. We will call to confirm your order the next business day by 12:00 p.m. If you have not received confirmation from us by 12:00 p.m., please call us to verify that your order was recorded by our voicemail system.

### **Payment options:**

- C.O.D.
- Visa
- MasterCard
- American Express
- Discover/Novus
- ACH

### **Effective June 1, 2018**

Shipping is determined by order dollar amount in a tiered fashion:

#### **Total Shippable Amount**

<b>\$0-\$250</b>	<b>\$15.00</b>
<b>\$251-\$500</b>	<b>\$17.00</b>
<b>\$501-\$1,000</b>	<b>\$19.00</b>
<b>\$1,001-\$1,500</b>	<b>\$21.00</b>
<b>\$1,501 +</b>	<b>\$23.00</b>

#### **Additional Add-Ons**

<b>C.O.D.</b>	<b>\$13.50</b>
<b>Residential</b> (as classified by UPS)	<b>\$4.00</b>

**Backorders:** Any items that are out of stock will be backordered and remain on a pending order in your account. Once a back order becomes available, if the value is over \$50.00 we will contact you, if it is less than \$50.00 it will ship with your next order. If you wish to have a back order that is less than \$50.00 ship immediately, a shipping charge of \$15.00 will apply.

**Same Day Shipping:**

We make every effort to ship all orders placed before 3:30 p.m. (Central Standard Time) the same business day. Orders placed after 3:30 p.m. will be scheduled for shipment the following business day.

**Return Policy:**

1. Incur a 5% processing fee
2. Defective products may be returned to PSC for full credit with no fee. (A picture may be required).
3. Products must be returned to PSC within 6 months of purchase date in order to be eligible for credit.
4. Products must be in resalable condition, in current packaging, and free of any price stickers, residue or damages from removal of stickers.
5. Products returned with removable price stickers or salon labels will be charged a 15% clean up fee at the time credit is issued.
6. Products returned with non-removable price stickers or salon labels will be returned to the salon with no credit due.
7. Returns that are brought to The Space location that are under \$50.00 will be processed immediately, all others will be processed by our returns department within 24 hours.
8. To ensure that your return arrives at PSC intact please be sure to use adequate packing material.

**Non-Returnable Items:**

- Products with old or discontinued packaging
- Products that are available as a limited time offer
- Products originally shipped at no charge as part of a promotion or opening order
- Clothing (if clothing is defective it may be returned)
- CD's and DVD's
- Special order items
- PM Tools (see full warranty information)
- Davines shopping space
- Discontinued products

**Special Order Items**

We are happy to special order items to accommodate your needs. All special orders must be paid for at the time the order is placed. Due to fact that special orders cannot be returned to our manufacturers this payment is non-refundable. Once the special order has been placed it may not be canceled and the item(s) cannot be returned.

**Returned Checks (NSF's)**

A \$20 bank processing fee will be automatically added to any checks that are returned to PSC due to non-sufficient funds. Your account will be placed on hold and no orders will be shipped until the full amount has been paid inclusive of the \$20 bank fee. Non-sufficient funds checks need to be paid within 30 days otherwise a finance charge will accrue at 3% of the total amount due. If more than one NSF occurs, PSC reserves the right to require cash or credit card for all future purchases.

**Pre-orders**

An order with a future ship date will expire seven business days after its scheduled ship date. Once expired, a re-order may be placed, however PSC cannot guarantee availability.

**Introductory Offers** Introductory orders by design are created to persuade the salon to become more involved with a product line for the first time. These packages are not meant for restocking purposes. PSC reserves the right to limit quantities on the purchase of introductory offers.

Any introductory quotes received from PSC will be honored for 5 business days. After the 5 days: intros, pricing and free goods are subject to change.

**Signature:**\_\_\_\_\_

**Date:**\_\_\_\_\_