

# IT MATTERS

2026



PSC



# PROFESSIONAL SALON CONCEPTS

## WHERE YOUR STORY MATTERS.

We began in 1983 out of a passion and love for the hairdresser.

Our goal was to develop a company that would: improve the position of the hairdresser, become the salon owner's best business relationship, and stand behind everything we did. Today, we continue working hard to achieve that goal.

Servicing Illinois, Indiana, Kentucky, and Tennessee we aim to deliver the highest quality hair care products and offer innovative educational programs.

PSC is the first beauty products distributor ever to join the prestigious ranks of Inc. 500's list of fastest growing privately held companies.

We are recognized as leaders in the industry who not only apply sound business strategies, but also

employ the imagination and creativity that keeps us on the cutting edge.

Most importantly, we work side by side with our guests. Listening to you. Evaluating your needs.

Together we can, develop successful strategies and programs that make your salons the best they can be.

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## At PSC, we have never lost sight of our dream.

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We ask that you let us work for you, and together we can build a strong foundation for the future.



Steve Cowan, *Founder & President*

Terri Cowan, *Executive Vice President & Managing Director*

# WHAT YOU CAN EXPECT FROM US



## Leading Brands & Products

We deliver industry-leading hair care products, partnering with founder and family-owned brands dedicated to supporting hairdressers. Each brand is carefully curated for its ability to foster growth and success in the professional hair industry.



## Cutting-Edge Education

Learn from top industry artists through engaging sessions, whether in person or virtually. Our programs blend skill-building with a touch of luxury, offering a day filled with creative challenges, innovative techniques, and moments of pampering.



## Digital Salon Solutions

Stay ahead of the curve with our cutting-edge digital solutions, including The Space Online and SalonInteractive. Access the latest trends, resources, and insights to keep your salon connected, informed, and competitive in a dynamic landscape.



## Unparalleled Coaching

We strive to be your best business partner. By working closely with you, we listen carefully to understand your unique needs and develop tailored strategies that help your salon reach its fullest potential.



## First-Class Service

Our Salon Matters team is dedicated to your needs offering support with a 24/7 answering service and a promise of same-day shipping for all orders from our warehouse.



## PSC Plus

Designed to elevate every single visit to your salon and enhance your guest relationships. Enjoy personalized one-on-one coaching with your Salon Consultant, who serves as a direct conduit for Terri and Steve's vision and expertise. Stay ahead with our bi-monthly business topics that offer actionable insights to inspire growth.

# EDUCATION

## THE CORNERSTONE OF PSC

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At PSC, education is one of our core values, reflected in our state-of-the-art education Theater and Academy. These spaces embody our commitment to the professional growth and artistry of every hairdresser we support. When you join us for education, you'll learn from today's leading artists, experiencing a day filled with inspiration, challenges, and a touch of pampering.



To enhance the value we provide, we also offer in-salon education to our partner salons committed to PSC, bringing training directly to your team.

Additionally, our Education on the Road program brings together local salons and hairdressers to foster a community of learning through classes hosted across the region.

At PSC, we are always seeking passionate hairdressers eager to inspire others and join our team as educators.

Our educators are skilled, dedicated professionals who thrive on sharing their creativity and supporting the success of fellow hairdressers. In return, they sharpen their own skills and grow their expertise behind the chair.

Alongside in-person training at PSC and on the road, we now offer virtual education from our dedicated studio—bringing PSC's resources and insights directly to your home or salon.

To explore our current classes, both in person and virtually, simply click or scan the QR code.



# Craft Luxury Haircare



“äz Craft Luxury Haircare is a bespoke product range curated to meet all of your professional needs.”

## Not Just Another Haircare Line

Our Mission as a brand is to raise our industry's standard once again, elevating our craft and the art of hairdressing to a level of excellence without compromise.

We are craft hairdressers celebrating passionate hair professionals who focus on constantly striving to master their craft and refine their art.

äz Haircare is engineered for the discerning individual who demands quality in everything and in every way.



## Craft

äz Craft Luxury Haircare contains only the highest quality ingredients, delivering pure product performance. Without any extraneous and unnecessary elements, äz epitomizes the quintessential product range for encouraging hair mastery.

## Luxury

Created by craft hairdressers celebrating passionate hair professionals, our mission is to heighten the industry standard and the value of the art of hairdressing. Focusing on the fundamental principles of hair design, äz Haircare is engineered for the skilled hairdresser who demands quality in every step of the trade.

## Haircare

We believe that the hairdresser is the hero and äz is the perfect partner to help obtain the best results. äz Craft Luxury Haircare aspires to be the hair industry's partner in raising standards and strengthening hairdressing as a craft.



# DESIGNME



## Design

Design is as much an art as it is a science. A complex yet subtle process and it is the driving force behind everything that we do. From behind the chair to your at-home beauty routine, our products are designed to nurture confidence and authenticity.

## Me

ME stands for every single one of you. Each person has their own unique haircare needs and their own definition of beauty.

WE DESIGN THE PRODUCT.  
YOU DESIGN THE BEAUTY.

We design clean, performance-driven hair products, so you can celebrate your individual style with one less thing to worry about.

Our entire product line is 100% vegan, cruelty-free, and PETA certified. Our products are also free from irritating ingredients like SLS, SLES, parabens, and gluten. With DESIGNME, clean ingredients meet high-performance formulas for hair that feels as good as it looks.



# SHIPPING & SERVICE POLICIES

PSC's goal is to provide you with the highest level of customer service possible.

Our Salon Matters team is ready to assist you during our business hours, Monday - Friday: 8:00am - 4:30pm (CST). Should an emergency arise, a live operator is available 24 hours a day.

## HOW TO PLACE AN ORDER:

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Phone: 800-343-5289 or 815-744-3384

Fax: 815-744-6931

Email: [orders@pscspace.com](mailto:orders@pscspace.com)

Online: [shopprofessionalsalonconcepts.com](http://shopprofessionalsalonconcepts.com)

## PAYMENT OPTIONS:

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We accept Credit Card, and A.C.H.

## SHIPPING:

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

Order Amount:

\$0-\$250	\$10.00
\$251-\$500	\$12.00
\$501-\$750	\$17.00
\$751-\$1,000	\$19.00
\$1,001-\$1,500	\$21.00
\$1,501 +	\$23.00

The Space Online:

Orders over \$99	\$5.00
Orders under \$99	\$10.00

## BABE HAIR EXTENSIONS:

Should you place an order and an item from Babe is not in stock at PSC, we will have the item not available ship from our partner warehouse if you choose.

FedEx Standard (4-6 business days, Mon-Fri)	No additional cost
FedEx 2 Day (2 business days, Mon-Fri)	\$25.00
FedEx Overnight (1 business day, Mon-Fri)	\$50.00

## **SAME DAY SHIPPING:**

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We make every effort to ship all orders placed before 3:00 p.m. (CST) the same business day. Orders placed after 3:00 p.m. (CST) will be scheduled for shipment the following business day.

## **BACKORDERS:**

Any item that is out of stock will be put on a separate order and remain pending in your account. Once a backorder becomes available, we will contact you to let you know that your items are in stock and ship to you with no shipping charge.

## **RETURN POLICY: RETURNS IN EXCESS OF \$300.00 ARE SUBJECT TO APPROVAL.**

1. Defective products may be returned to PSC for full credit. (A picture may be required)
2. Products must be returned to PSC within 6 months of purchase date in order to be eligible for credit
3. Products must be in resalable condition, in current packaging, and free of any price stickers, residue or damages from removal of stickers
4. Products returned with non-removable price stickers or salon labels will be returned to the salon with no credit due
5. 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
6. To ensure that your return arrives at PSC intact, please be sure to use adequate packing material

## **NON-RETURNABLE ITEMS:**

- Products not purchased within the last 6 months 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
- Paul Mitchell Tools (see full warranty information)
- Wahl Tools (refer to your instruction booklet for warranty)
- Hair Extensions are non-returnable if opened

## **RETURNED CHECKS (NSF)**

A \$36 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 \$36 bank fee. Non-sufficient funds checks need to be paid within 30 days, otherwise a finance charge will accrue at 4% of the total amount due. If more than one NSF occurs, PSC reserves the right to require a credit card for all future purchases.

## **INTRODUCTORY OFFERS**

Introductory orders, by design, are created to influence 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, introductory offers are subject to change.

# CONTACT

Here's how you can connect with us:



## WEBSITE

Explore our website at [professionalsalonconcepts.com](https://professionalsalonconcepts.com).  
Click or scan the code to go there now!



## PHONE

Speak to our Salon Matters team by phone at (815) 744-3384.



## EMAIL

Get in touch with us via email at [info@pscspace.com](mailto:info@pscspace.com).



## THE SPACE ONLINE

Make an account and shop our online storefront at [shopprofessionalsalonconcepts.com](https://shopprofessionalsalonconcepts.com).



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