

About Our Merchandise and Service

For over 20 years McClain's has been importing tools and relief printing materials from Japan for artists and students. We continue to select merchandise of the highest standards from some of the most reputable Japanese manufacturers and dealers, many of whom practice crafts that have been handed down in their families for centuries. There is no doubt we carry some of the finest materials for woodblock printing in the world, beautifully hand crafted, and designed for function and durability.

More recently, McClain's has also been supplying linocut, engraving and monotype artists with materials and tools from around the world. Our goal is to help relief printmakers find the materials and support they need to reach their printmaking goals.

McClain's Guarantee

In our catalog and instruction sheets we do our best to inform you about the care and use of these products. All merchandise is carefully inspected upon arrival, and again when it is packaged for your order. We take extra care in packing our products for shipping and welcome any suggestions that might improve our methods. We sincerely want you to be fully satisfied with any product received from us. If you are not satisfied with an item, please call and arrange to return it within a reasonable time for exchange or a full refund in the manner of the original payment. Our obligation is limited to the cost of the item; shipping costs are not covered. A restocking fee equal to 10% of the value of the item will be charged for product returned after 3 months. Please note we are not responsible for damage caused by misuse or abuse of these products.

Pricing

We make every effort to maintain stable prices. However, our purchase of supplies is greatly affected by the exchange rate. Occasionally an increase cannot be avoided, and we reserve the right to adjust prices without notice. You will be told before any item is shipped at a higher price.

Gift Certificates

McClain's Gift Certificates make gift giving a breeze. Call today!

Payment

All transactions are retail only. Prices are net and payment is due with your order unless other arrangements have been made in advance.

Check or Money Order

Send Check or Money Order, payable to McClain's, with the order and receive a 3% cash discount on the merchandise ordered.

A \$15 re-filing fee is assessed on checks returned from the bank for insufficient funds.

Credit Cards

We accept Visa, MasterCard and Novus (which includes Discover).

Credit: Institutions or Individuals

Numbered purchase orders accepted. We will invoice on the day of shipment. Terms are Net 30 days from date of invoice. Shipping is F.O.B. McClain's, King City, OR. For institutions and individuals, at 30 days any unpaid balance will be considered delinquent and subject to a financial charge of 1.5% per month (18% APR). Over 60 days, there will be a rebilling fee of \$5.00 added.

C.O.D.

Add \$6.00 for UPS service charge. If you wish to pay this fee separately, UPS will only accept checks or money orders, not cash.

Phone or FAX Orders

Call (800) 832-4264 or (503) 524-9600. Our office hours are 10:00 AM to 5:00 PM Pacific Time (1:00 to 8:00 PM Eastern Time), Monday through Friday.

International Orders

McClain's welcomes orders from around the world. Please call (503) 524-9600 or use our web site to place your order.

Web Site

Visit www.imcclains.com (don't forget that little "i" in front of "mcclains"). You can download the current catalog and place orders from our site. Check out the Gallery, with color versions of all the prints in this catalog as well as last year's prints.

Technical Questions

For technical questions with an order, call 800-832-4264.

For technical questions only or to exchange printmaking ideas, please use 503-524-9600.

Catalogs

New catalogs are published about every 12-14 months. Any errors are unintentional; thank you for your help in calling them to our attention so they may be corrected in later editions.

Instructors

We urge you to let us know as early as possible what merchandise and quantities you anticipate ordering. There is no obligation to purchase; we just want to be able to give you what you need when you need it. We can handle both group orders and purchase orders. If you need extra catalogs for your students, we will be glad to provide them.

Mailing Lists

We attempt to correct and update our mailing list on a regular basis. We apologize for any duplications or mistakes. If you have a new address, call or send a card to let us know. Our mailing list is not for sale. We will not release information about you to anyone without your express permission.

Order Processing

We try to ship all orders within 24 hours. In most cases, orders received by 1:00 PM can be processed and shipped the same day by UPS.

Shipments

All orders are fully insured. We normally tell you when to expect delivery of an order. If you have not received your order within a day or two of that date, please call and we will start a trace. All UPS Next Day, 2-Day and 3-Day orders are guaranteed to arrive on the specified date. If they do not, please call and we will refund your special shipping fees.

Mail Order

Fill in your name and all appropriate information on the order form. Note that we need a street address for UPS deliveries. Please include a daytime telephone number. Listing both the item number and a description ensures that you get what you order. All merchandise has a shipping weight listed for your use in computing the Shipping & Handling fee. Minimum weight for UPS is 1lb.

Damaged Parcels

We want to assist you in any claims of damage in transit. If there is damage, please do the following:

- 1) Notify your local UPS center and ask them to send an inspector
- 2) Keep all the original packing and all the merchandise until a final determination is made by UPS and
- 3) To speed replacement of the damaged goods, please alert us to the problem.

UPS will take charge of the problem and will notify us of its disposition. PLEASE DO NOT SEND THE PACKAGE BACK TO US. UPS needs to handle any freight damage claims from your end of the line. Thank you for your understanding!

Tool Sharpening

Any tool purchased from McClain's can be returned to the Japanese manufacturer for professional sharpening. To hold down shipping and handling costs, the tools are returned at the same time that an order for more tool inventory is placed; then all the tools, new and re-sharpened, are shipped back to the U.S together. Tool orders are placed about 4 times a year; please call for the approximate date of the next order. The price for sharpening is only \$4.00 per tool.

Volume Buying & Group Orders

Volume discounts are available to all of our customers on China wood blocks (page 2), Lauan wood blocks (page 6), Solarplates (page 7), Namisei Moku Hanga To tools (page 14), Kits of Akua-Kolor inks and applicators (page 25 and 27), Washi and printing papers (page 33 and 34), and Cuppers (page 35). Please turn to those pages for specific information on discounts, or call McClain's for clarification.

Shipping & Handling

UPS Ground is our standard method of shipping for the lower 48 states. US Mail is used for Alaska, Hawaii and International shipments. Recipients of international shipments are responsible for duties and taxes. Please use (503) 524-9600 to place international orders or call for shipping rates.

How to Determine Shipping Costs

1) **Add all of the Shipping Weight numbers** for the items in your order. Round fractions of a pound up to the next full pound. This gives the "ShWt" for the rate chart to the right.

Please note: Wood larger than the standard 22" x 28" requires packaging that is considered oversize by UPS. Call McClain's for shipping costs.

For less than 10 sheets of paper, please figure a minimum shipping weight of 4 lb. For more than 10 sheets, call for the shipping cost.

Because we take extra care packing takenokawa, please figure a minimum shipping weight of 1 lb per order.

2) **Determine your shipping zone** from the Zip Code Prefix Chart using the first 3 digits of your zip code. For example, zip code **71242** is in Zone 8.

3) **Find the shipping cost** by going across the appropriate ShWt column and down the appropriate Zone column. For example, 4lbs to Zone 8 come to \$9.59.

4) **If your order is over \$100** you need to purchase additional insurance. Please add \$0.35 for each additional \$100 or fraction of \$100. For example, if your order is for \$140.00, add \$0.35. If your order is for \$240.00, add \$0.70.

Zip Code Prefix Chart

ZIP		ZIP		ZIP		ZIP	
PREFIX	ZONE	PREFIX	ZONE	PREFIX	ZONE	PREFIX	ZONE
004-005	8	600-668	7	793-794	6	889-892	5
010-089	8	669-672	6	795-797	7	893-898	4
100-339	8	673-00	7	798-799	6	900-939	5
342-462	8	674-693	6	800-806	5	940-961	4
463-464	7	700-709	8	807-811	6	970-974	2
465-497	8	710-711	7	812-831	5	975-976	3
498-509	7	712-714	8	832-834	4	977-00	2
510-515	6	716-722	7	835-00	3	978-00	3
516-559	7	723-00	8	836-837	4	979-00	4
560-576	6	724-737	7	838-00	3	980-986	2
577	5	738-739	6	840-847	5	988-989	2
580-585	6	740-769	7	850-852	6	990-994	3
586	5	770-777	8	853-854	5		
587	6	778-782	7	855-859	6		
588-593	5	783-785	8	860-865	5	Alaska	Parcel
594	4	786-789	7	870-872	6	995-999	Post
595	5	790-791	6	873-874	5	Hawaii	Parcel
596-599	4	792-00	7	875-885	6	967-969	Post

UPS Service to 48 Continental United States

ShWt	Zone 2	Zone 3	Zone 4	Zone 5	Zone 6	Zone 7	Zone 8
1 lb	\$7.33	\$7.45	\$7.68	\$7.75	\$7.94	\$7.99	\$8.10
2 lb	\$7.40	\$7.61	\$7.97	\$8.08	\$8.38	\$8.48	\$8.75
3 lb	\$7.50	\$7.77	\$8.19	\$8.36	\$8.66	\$8.82	\$9.25
4 lb	\$7.62	\$7.93	\$8.40	\$8.62	\$8.94	\$9.10	\$9.59
5 lb	\$7.77	\$8.08	\$8.60	\$8.84	\$9.16	\$9.37	\$9.92
6 lb	\$7.91	\$8.20	\$8.74	\$9.04	\$9.37	\$9.63	\$10.18
7 lb	\$8.07	\$8.33	\$8.86	\$9.21	\$9.58	\$9.85	\$10.45
8 lb	\$8.21	\$8.46	\$8.97	\$9.34	\$9.75	\$10.12	\$10.89
9 lb	\$8.35	\$8.59	\$9.08	\$9.46	\$9.91	\$10.45	\$11.33
10 lb	\$8.49	\$8.71	\$9.19	\$9.61	\$10.14	\$10.90	\$12.83
11 lb	\$8.64	\$8.84	\$9.30	\$9.77	\$10.41	\$11.39	\$13.38
12 lb	\$8.78	\$8.99	\$9.40	\$9.92	\$10.69	\$11.89	\$13.99
13 lb	\$8.92	\$9.15	\$9.51	\$10.05	\$10.91	\$12.38	\$14.59
14 lb	\$9.03	\$9.31	\$9.61	\$10.18	\$11.24	\$12.87	\$15.19
15 lb	\$9.15	\$9.47	\$9.71	\$10.33	\$11.39	\$12.96	\$15.79
16 lb	\$9.23	\$9.63	\$9.85	\$10.52	\$11.56	\$13.16	\$16.37
17 lb	\$9.31	\$9.81	\$10.02	\$10.79	\$11.79	\$13.56	\$16.97
18 lb	\$9.40	\$10.00	\$10.23	\$11.02	\$12.12	\$13.96	\$17.57
19 lb	\$9.52	\$10.20	\$10.45	\$11.25	\$12.45	\$14.37	\$18.18
20 lb	\$9.65	\$10.40	\$10.67	\$11.48	\$12.78	\$14.78	\$18.79
21 lb	\$9.78	\$10.59	\$10.90	\$11.71	\$13.11	\$15.19	\$19.40
22 lb	\$9.91	\$10.79	\$11.13	\$11.94	\$13.44	\$15.60	\$20.01
23 lb	\$10.03	\$10.98	\$11.36	\$12.17	\$13.77	\$15.99	\$20.62
24 lb	\$10.15	\$11.16	\$11.59	\$12.40	\$14.10	\$16.40	\$21.23
25 lb	\$10.23	\$11.34	\$11.82	\$12.62	\$14.43	\$16.81	\$21.84
26 lb	\$10.38	\$11.52	\$12.05	\$12.85	\$14.76	\$17.22	\$22.45
27 lb	\$10.52	\$11.68	\$12.29	\$13.08	\$15.09	\$17.63	\$23.06
28 lb	\$10.65	\$11.85	\$12.53	\$13.31	\$15.42	\$18.04	\$23.67
29 lb	\$10.78	\$12.03	\$12.77	\$13.54	\$15.75	\$18.45	\$24.28
30 lb	\$10.92	\$12.21	\$13.01	\$13.77	\$16.08	\$18.86	\$24.89

For Next Day, 2-Day, 3-Day UPS or US Mail shipping rates, or if you have questions about your order,
Please call our toll-free number

800-832-4264

Shipments to ALASKA & HAWAII will be sent US Mail unless you request otherwise.

Please call for an estimate of these costs.

Thank you!

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Call 800-832-4264 or email mail@imcclains.com to report name and address corrections, to alert us to duplicate mailings, or to have us remove your name from our mailing list. Thank you very much!

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