

# TVA's Prescription Safety Eyewear Program – For Our Retirees (prescription required in order to use this benefit)

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**TAKE ADVANTAGE OF YOUR PRESCRIPTION SAFETY EYEWEAR BENEFIT**

## **Prescription Safety Eyewear Program**

• Online Live Chat for Questions

• Take your Photo for Virtual Try On



**Step 1**  
Take A Photo



**Step 2**  
Add Prescription



**Step 3**  
Order Glasses

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• Email questions to: [service@eyeweb.com](mailto:service@eyeweb.com)  
click **LIVE CHAT** icon or call 888-449-9540

## Introduction to TVA's Prescription Safety Eyewear Program

TVA recognizes the importance of eye safety for its retirees and provides **prescription safety eyewear** (at a discounted rate) to those who work in environments that may be hazardous to eyes and are required to wear safety eyewear.

Prescription Safety Eyewear offered by TVA complies with ANSI Z87.1-2010. For maximum protection, only prescription safety eyewear rated as High Impact is permitted. High Impact eyewear excludes lenses made of plastic and glass.

TVA's Prescription Safety Eyewear Program is for those with prescriptions only. Individuals without a prescription should order safety eyewear from local facilities, such as Home Depot, Lowe's, Ace Hardware, etc.

## TVA Contact Information

TVA's Prescription Safety Eyewear Program is governed by HR&C, Total Rewards, Benefits and Wellbeing department. If you have any concerns, please report your concerns to [emphealthservices@tva.gov](mailto:emphealthservices@tva.gov) or call Angela Watkins, 423-595-0141.

## Vendor Information

Eyeweb is an easy, self service website to place prescription safety eyewear orders at your convenience from home or your workplace.

Retirees are guided throughout the 1-2-3 step process with LIVE CHAT access for individual assistance using a personal computer.

Retirees place their own orders on-line by accessing the vendor website; this approach is much faster than going to local retailer.

## Vendor Contact Information

Eyeweb Safety, Email: [service@eyeweb.com](mailto:service@eyeweb.com) or call: 888-449-9540

## Retiree Eligibility

Must be a retiree of TVA in order to purchase prescription safety eyewear at a discounted rate

## TVA Retiree – Need To Know Specifics?

- The retiree is responsible for requesting prescription safety eyewear for personal use by accessing the vendor website – <https://tvaretirees.eyeweb.com>
- Is responsible for payment for prescription safety eyewear.
- Is entitled to one pair of safety eyewear annually at the discounted rate.
- Rates identified during the ordering process are rates paid by the retiree.

## Company Benefit?

The benefit is automatically tracked. Your account will have a new benefit each benefit period.

## Exclusions?

TVA does **NOT** pay for any of the following:

- Eye examination
- Prescription or dispensing fee
- Verification of lenses
- Fitting of the frames
- Any frames not approved by the TVA contract
- Non-Prescription eyewear

## When Does My Benefit Renew?

Retirees are eligible every 12 months for a company paid pair of prescription safety glasses.

## What If I Don't Use My Benefit?

Your benefit is NOT cumulative. Any unused portion of your benefit will not be applicable to future benefit periods.

## Tips/Best Practices

Every person **MUST** have their own account.

Retirees do NOT require an email address to use Eyeweb. A retiree without an email should enter [FLast@noemail.com](mailto:FLast@noemail.com)

On the checkout page, be sure to provide a contact number. If there are any questions about your order, you will be contacted by Eyeweb directly.

If ordering assistance is needed, contact the vendor directly or ask a family member, friend or neighbor for assistance.

## Create An Account, Get Approved, Order Eyewear

- Access the site by clicking here: <https://tvaretirees.eyewebsafety.com>
- Create an account to get started.
- Establish a user name and password
- You will need to remember your Eyeweb user name/password when logging into the site. The site is not a TVA site; therefore, your TVA user name and password will not work if attempting to log back in. If you've forgotten your user name/password, you may reset it at anytime. Feel free to use the chat feature for assistance.
- Enter your personal email address.

- Approvals?
  - You will either get a message that you are automatically approved or that your company eyewear coordinator needs to approve your registration.
    - If automatically approved, you can log in immediately and place an order.
    - If an eyewear coordinator needs to approve, please allow the coordinator time to review and confirm eligibility requirements.
  - Feel free to reach out to your eyewear coordinator if you don't receive an email within 5 business days.
- Once approved, you will get an automated email notice.

## What Do I Need To Place An Order? - Ordering Options – It's Your Choice

### 1 - Photo Not Required – Know Your Pupil Distance

- It is NOT necessary to upload a photo of yourself, BUT you must know your Pupil Distance (PD) measurements. Ask your doctor to include your pupil distance (PD) on your prescription – this is the easiest way to obtain the PD information.

### 2 - Photo Required – Know Your Pupil Distance

- If you do not know your pupil distance measurement, you will need to upload a photo of yourself using the calibration strip. Eyeweb will be able to calculate your measurement using a photo with the calibration strip.
- Calibration strip can be found here: [Measurement Instructions - Calibration Strip](#)
- Please note that you will need access to a printer, scissors and tape. You may want to print the calibration strip before you log in.

**STEP 1:** If you'd like to load a photo during ordering – TAKE A PHOTO – Please watch 1 minute video on how to take a photo [HERE](#)



**Remember it is not necessary to load a photo, but you will need to know your pupil distance measurements.**

Capture a photo or 'headshot' with the camera positioned at an arm's length. Look straight ahead with both ears visible. No body shots

please!

**STEP 2: ADD PRESCRIPTION** – Please have a current prescription ready to upload.

**STEP 3: ORDER GLASSES** – Select your frame and lens options.

## Demo Videos

- Feel free to watch a 3 minute demo video - <https://www.eyewebsafety.com/video/how-to-order.mp4>
- Feel free to watch a 1 minute demo video on how to capture your photo - <https://www.eyewebsafety.com/video/How-To-Capture-Your-Photo.mp4>

## What Is The Warranty Policy?

Essilor will replace the frame within 90 days if you are unhappy with the prescription safety eyewear product.

After 90 days, Essilor will only replace the frame if there is a manufacturer's defect within 12 month. If the frame is damaged in any way (ran over, stepped on, sat on, etc) the frame is not covered under warranty.

### Frame Warranty

- One time restyle will be at no charge within 90 days from shipping
- Manufacturer defect is typically warranted for 1 year after shipping.
- Side shields are not covered under the frame warranty.
- Discontinued frames will not have a warranty.

### Lens Warranty

- Some lens coatings include a warranty. Please see the descriptions when ordering.

## Returns/Issues

Eyeweb's service team is happy to help with any returns/issues. Your eyewear will come with complete instructions and contact information to handle any concerns.