

FITTEAM FOREVER

JULY 2021

FITTEAM GLOBAL
OFFICIAL NEWSLETTER

VOL.30



Here at FITTEAM we can feel the excitement in the air as our FITTEAM FAMILY REUNION approaches! Not only do we get to get see everyone in person for the first time in a long time but we are mixing things up with a fun new family friendly outdoor event! On top of the event, this month has has been filled with huge growth behind the scenes that we can't wait to share all of our amazing surprises with you!

WITHIN THIS
NEWSLETTER:

***BRAND PARTNER
ANNOUNCEMENTS***

RECOGNITION

***MESSAGE FROM
THE CEO***

***BUSINESS
BUILDING &
TRAINING TIPS***



FITTEAM FAMILY REUNION

FITTEAM is beyond excited to see each and everyone of you are our FITTEAM FAMILY REUNION! This is a one-of-a-kind special event where the only expectation is to have a great time. Most of the day will be spent having laughs and visiting while having a healthy & friendly competition. Don't worry there is something for everyone, non-athletic, in a wheelchair or non-mobile there will something for you!

This entire event will take place outside at Military Park, Indianapolis on August 7th. We invite you to bring your family of all ages. Fifteen and above can compete, fourteen and under will have other games available. This is also a great opportunity to introduce people to FITTEAM. We highly recommend grabbing your best friends, neighbors or anyone else that you would love to join us.

LEADERSHIP RETREAT RECAP



Our latest Leadership Retreat was full of laughs, fun, dancing, dream building and training. These amazing leaders traveled to Palm Beach to get closer look at FITTEAM and where we are going!



LEADERHIP FLYOUT SUCCESS



Congratulations to Rosy Valencia on earning her Leadership Fly-Out to New York City!

Rosy is taking FITTEAM by storm with her ability to help others and create a long lasting impact. We look forward to seeing her continue to grow and flourish!

FIT PARTIES ARE BACK



FIT PARTIES

THE NEWS: Our FITTEAM family is officially hosting in-person gatherings again to discuss the products and opportunities FITTEAM provides!

WHAT IT MEANS FOR YOU:

- By hosting a FIT party you have the opportunity to provide knowledge on the FITTEAM products and opportunity to family, friends and prospects alike
- In person events provide the ideal setting to not only share what you love about FITTEAM but to lay the foundation of trust and work towards developing friendship.
- They provide a relaxed atmosphere where prospects can also bring their friends.
- IN person parties also allow you to discuss any questions that may arise and have another FITTEAM leader on hand to help you navigate these questions.

TAKE ACTION: Gather your family, friends and prospects alike to host your very own FIT PARTY! Not sure how to get started [CLICK HERE](#) to read the "How to Invite" script from our FITTEAMTRAINING.COM site.

JULY'S OPPORTUNITY OVERVIEW EXCITEMENT



OPPORTUNITY OVERVIEWS

THE NEWS: What a whirlwind of a month July has been and we are only half way through! FITTEAM Opportunity Overviews are in full-swing and we can't be happier to see everyone and reconnect. The energy surrounding each of these events has been electric and FITTEAM is growing faster than ever!

WHAT IT MEANS FOR YOU: If you haven't attended an Opportunity Overview yet, now is the time to attend one or even host your very own. Opportunity Overviews are amazing for so many reasons such as:

- The ability to gain a more in-depth knowledge about FITTEAM products and the opportunity we offer to help others
- The ability to connect with others who share the common desire of helping others.
- The ability to gain training and knowledge from those who are in the field

TAKE ACTION: Stay tuned-in so you can stay up to speed on the next corporate Opportunity Overview in your area! Looking for one sooner talk to your sponsor about their upcoming schedule or to assist you in hosting your very own.



BRAND PARTNER SPOTLIGHTS

Our Brand Partner Spotlights for the month of July are nothing short of spectacular. Each of these FITTEAM Brand Partners has shown how dedication and consistency can pay off. We are proud to call them part of our FITTEAM FAMILY!



ALEX TIRADO & ELSA SANCHEZ

Bronze Executive

JUNE'S TOP SPONSORS



CONGRATULATIONS

Way to go to our June Top Sponsors! We congratulate your hard work and dedication in growing your FITTEAM business.

- 1. Katie Lavergne**
- 2. Alex Tirado**
- 3. Martha Perdomo**
- 4. Frandioris Jaspex**
- 5. Olga Arriaga**
- 6. Amanda Christine**
- 7. Oliva Gil**
- 8. Alfonso Gonzalez**
- 9. Vicki Taft**
- 10. Teresa Hyer**
- 11. Michele MCGovern**
- 12. FalyN Shilts**
- 13. Norma Ramales**
- 14. Lisa Zorn**
- 15. Paula Turk**
- 16. Lisa Charles**
- 17. Rita Sorenson**
- 18. Zulema Reyes**
- 19. Julie & Matt Mlynarek**
- 20. Sandy & Jere Hill**
- 21. Antelma Aguilar**
- 22. Elizabeth Alvarenga**
- 23. Franklin Jaspex**
- 24. Christine Madrazo**
- 25. Raymundo Guerrero**

FITTEAM
FIT5



HAVE YOU TRIED THE FIT5 PROGRAM?

This 5-day program designed to provide you a jumpstart toward reaching your health and weight loss goals. The FIT5 provides 4 different eating plans designed with every diet in mind: Original Omnivore, Vegan and Vegetarian. By utilizing FITTEAM FIT and the FITTEAM 5 program, you are on your way to a fitter you! The best part is this plan is completely free for our BRAND PARTNER and CUSTOMERS.

*[CLICK HERE TO DOWNLOAD THE
FITTEAM FIT5 PLAN AND GET STARTED TODAY](#)*

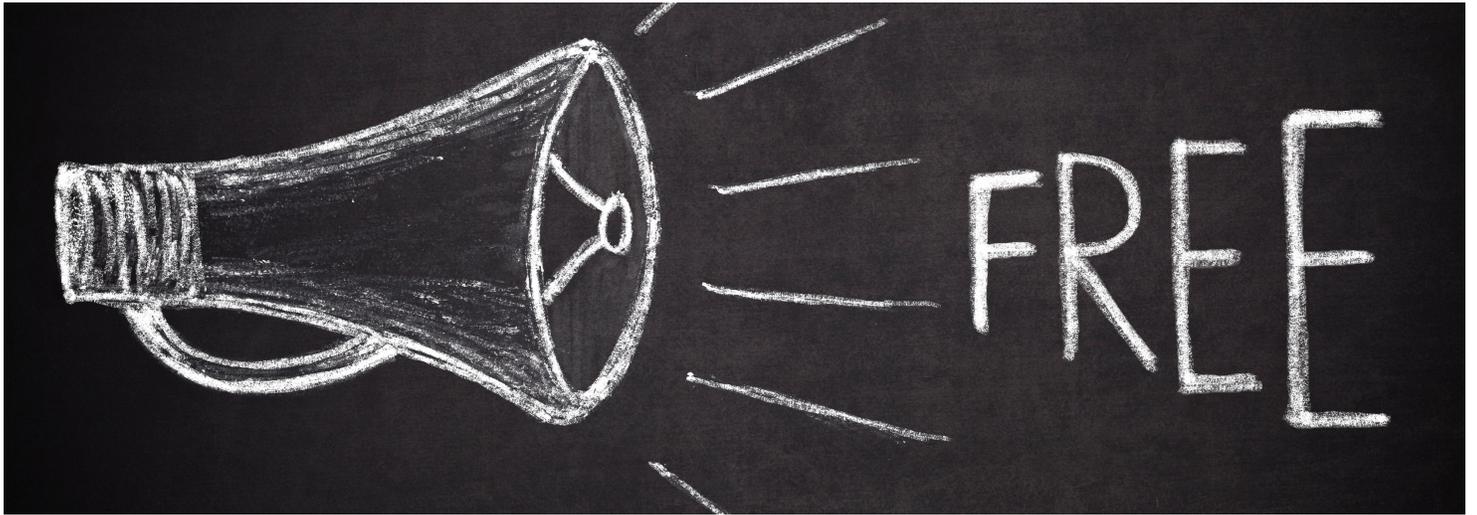


NEW & IMPROVED FIT30

We are excited to announce that THE FITTEAM FIT30 PROGRAM has been enhanced to provide you more value than ever!

The FIT30 program NOW OFFERS personalized one-on-one coaching with Registered Dietitian Maryann Walsh! This means not only do you get access to HEALTHY and DELICIOUS recipes designed JUST FOR YOU but you have the support & guidance you need to succeed in all your health and wellness goals . This is the perfect program whether your goal is to lose some pesky pounds or to just reset and redirect your efforts towards better overall health.

REGISTER THROUGH EVO TODAY!



FREE PRODUCT

BUSINESS BUILDING TIP:

Did you know you can earn your FITTEAM product for free? Hopefully, you said yes! As a Brand Partner one of the most valuable conversations you can have with any customer, new or past is that FITTEAM offers the ability to earn your product for free!

There is no denying that everyone loves FITTEAM products but getting them for FREE is even better. The best part is earning free product is easier than you think. When you order two packages of FITTEAM FIT through our Loyalty Program and have three Personally Sponsored Preferred Customers order a minimum of 80pv each through the Loyalty Program, your next month's Loyalty Program Order of two packages of FITTEAM FIT is FREE! It's that simple.

We encourage you to reach out to all customers alike and share this opportunity to earn FITTEAM products for free!

***MESSAGE
FROM
THE
CEO***



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We just recently released a video called Freedom. Send that people to as many people as you can as fast as you can. The results and feedback people are getting from it are amazing

-CHRISTOPHER HUMMEL

WOULD YOU LIKE A WAY TO RECEIVE UPDATES ON SPECIAL PROMOS, CALLS AND EXCITING THINGS HAPPENING WITH FITTEAM FROM CHRISTOPHER HUMMEL HIMSELF?

IF YOU SAID YES, TEXT "BP" TO +1-561-788-7494 AND YOU WILL BE ADDED TO OUR FITTEAM TEXT ALERT LIST AND NEVER MISS OUT!

JOIN FITTEAM ELITE TODAY



FITTEAM ELITE GROUP

THE NEWS: Have you joined the FITTEAM Elite Group? If not, you're missing out. The FITTEAM Elite Group provides you with additional accountability, training and guidance to help grow your FITTEAM Business.

WHAT IT MEANS FOR YOU:

- All Brand Partners are eligible for membership to this group with the purchase of their dues as part of their monthly Loyalty Program Order.
- The group is led by FITTEAM CEO, Christopher Hummel and the proceeds from the monthly membership dues will benefit the FITTEAM Foundation which supports various charities.
- **The ELITE group meets every Monday at 11:30 AM EST or 8:30 PM EST on Zoom.** You'll choose to commit to the meeting time that works best with your schedule.

TAKE ACTION: REGISTER TODAY! Not sure how to register and join? Let us explain. In order to register for the FITTEAM ELITE Group you must purchase the ELITE MEMBERSHIP. This membership is available for purchase in your EVO in the SHOP and Manage Loyalty Order sections under "Other Fun Stuff". Add this item to your cart and checkout! Once purchased you will be provided the credentials you need to join the group on the next first of the month. We are excited to have you become a part of this ELITE GROUP!



FITTEAM CALLS & WEBINARS
ALL CALL DIAL IN: 712-770-5603 / PIN: 443469#

MORNING MOTIVATION CALL

MONDAY - SATURDAY 11:00 AM EST

TEAM CALL

MONDAY AT 9:00 PM EST

TRAINING CALL

THURSDAY AT 9:00 PM EST



What's new with Customer Service?

ANNOUNCEMENTS

SHIPPING UPDATES:

FITTEAM Global has started using FedEx Ground so tracking numbers that start with the number 6 can be tracked online at www.fedex.com.

LOOKING FOR ASSISTANCE AFTER HOURS?

For responses to pertinent issues after-hours, it is most effective to submit a trouble ticket via Zendesk for quick responses.

NEW ADDRESS?

Be sure to update your shipping address via EVO or contact Customer Service to help with updating your shipping address. If you leave a forwarding address with your local Post Office you will incur additional shipping charges that FITTEAM is not responsible for.

FREQUENTLY ASKED QUESTIONS

HOW DO I CONTACT CUSTOMER SERVICE?

The FITTEAM Customer Service team is working diligently to ensure all of your concerns are addressed. The BEST way to contact Customer Service is through the following channels:

- Send a direct email to customerservice@fitteamglobal.com.
- Submit a Zendesk Trouble Ticket. You can create a Zendesk ticket by visiting: <https://fitteamglobal.zendesk.com/hc/en-us/requests/new>.
- Call the FITTEAM TOLL FREE NUMBER: 1-844-FITTEAM (348-8326) and be sure to leave a voicemail.

When making a Customer Service request, please expect your concern to be addressed within one business day. **Please note: Customer Service hours are 10am-6pm EST Monday through Friday and 10am - 2pm EST on Saturday.**

I AM NOT RECEIVING FITTEAM COMMUNICATIONS WHAT SHOULD I DO?

- Step 1: Make sure your EVO is up to date with your current email address.
- Step 2: Check both your Spam and Junk folders.
- Step 3: Make sure your email provider is not blocking emails from fitcommunications@fitteamglobal.com. Another way to help avoid email going to Spam or Junk is to add fitcommunications@fitteamglobal.com to your contact list.
- Step 4: Use the Opt-In feature for both the Text-Blast and Email communications. To Opt-In for text blast text BP to +1 561-788-7494. To Opt-In for email communications visit <https://mailchi.mp/fitteamglobal.com/opt-in>.

CAN I BE REFUNDED ON MY FIT30 PURCHASE?

FIT30 program purchase cannot be refunded or exchanged.

CAN I RETURN OR EXCHANGE ACTIVEWEAR?

- Yes, activewear can be returned or exchanged. However, the activewear must be unworn with the all the tags still attached. If the item has not been worn and the tags are still on, you can proceed with our normal return and/or exchange process. If the activewear is returned without tags or deemed "worn" the return or exchange will not be honored.

HOW DO I REQUEST A RETURN OR EXCHANGE?

- Step 1: Customer contacts Customer Service via ticket, email or call.
- Step 2: If eligible, Customer Service will issue an RMA which is to be written on the item's packaging that is going to be returned/exchanged to FITTEAM. **Please note: All "return to sender products/items" will not be considered or eligible for a refund/exchange, all items must be issued an RMA.
- Step 3: Customer is to mail return/exchange items with the RMA identified to the return address FITTEAM provides.
- Step 4: Customer Service will confirm receipt of returned/exchanged items.
- Step 5: For items requesting a refund - FITTEAM will issue a refund for items purchased minus any shipping and membership fees. For items requesting an exchange - FITTEAM will issue the replacement items.
- Step 6: Customer should receive their refund or exchange within 15 business days. This time will vary due to shipping location and bank holds.

Please remember a refund will not be issued for "returned" packages. A customer must contact Customer Service and requesting an RMA (Return Merchandise Authorization) if they no longer want the product.

HOW DO I REQUEST A REPLACEMENT FOR ITEMS THAT WERE NEVER DELIVERED?

- Step 1: Customer reports missing/lost/stolen items to Customer Service via ticket, email or call (only after checking with the carrier, in our case UPS to confirm no errors on their end).
- Step 2: Customer Service works with UPS/USPS to verify the item is in fact "lost" or if it was an incorrect address labeling.
- Step 3: If an address is determined to be incorrect, Customer Service will reship the items at a reshipping fee of \$14.99. If a package is truly lost/missing/stolen, we will replace the items and send at an expedited pace (FIRST-TIME occurrence only). *Please note if this becomes a multiple/regular occurrence, we will NOT replace the items. We will however, work with the customer to determine a new location to send items to such as a PO BOX or work address. **Please note: When updating a shipping address in EVO, you must update the address under the "manage loyalty order" tab in order to ensure your package will be shipping to the correct address.