

FITTEAM FOREVER

THE FITTEAM GLOBAL OFFICIAL NEWSLETTER



CHANGE IS GOOD

FITTEAM HEADQUARTERS

ONE OF THE UNDERLYING THEMES THROUGHOUT THE CULTURE AT FITTEAM IS CHANGE. WE ARE ALL ABOUT MAKING CHANGES THAT WILL PUSH YOU TO NEW HEIGHTS AND NEW SUCCESS. THE SAME IS TRUE FOR CORPORATE, WE ARE CONSTANTLY MAKING CHANGES THAT WILL ALLOW US TO LEVEL UP.

WE ARE EXCITED TO SHARE THAT WE HAVE A BIG UPGRADE COMING YOUR WAY AND WE CAN'T WAIT TO SHOW YOU WHAT'S IN STORE, FOR YOU, OUR BRAND PARTNERS! WE PLAN ON GIVING YOU A SNEAK-PEEK AT OUR UPCOMING ALL-IN EVENT SO YOU WON'T WANT TO MISS IT! LET'S JUST SAY RUNNING YOUR BUSINESS IS ABOUT TO GET A WHOLE LOT EASIER.

WE LOOK FORWARD TO SEEING YOU IN DALLAS!

IN THIS EDITION

**BRAND PARTNER
ANNOUNCEMENTS**

EVENT NEWS & UPDATES

**FITTEAM FAMILY
RECOGNITION**

MESSAGE FROM CEO

**BUSINESS BUILDING &
TRAINING TIPS**

FITTEAM ALL-IN EVENT

APRIL 9, 2022

TIME IS FLYING AND WE SURE ARE HAVING FUN AS WE PREPARE FOR THE UPCOMING ALL-IN EVENT IN DALLAS, TEXAS. WE ARE JUST WEEKS AWAY FROM OUR AMAZING ALL-IN EVENT IN DALLAS, TEXAS. AT THIS EVENT YOU CAN EXPECT:

- TO LEARN ABOUT NEW TRENDS IN THE NETWORK MARKETING INDUSTRY
- TO GAIN VALUABLE INSIGHT ON HOW TO TAKE ADVANTAGE OF THE OPPORTUNITY FITTEAM PRESENTS
- TO LEARN NEW SKILLS THAT WILL POSITIVELY IMPACT THE GROWTH OF YOUR BUSINESS
- TO HEAR FROM DYNAMIC AND INFLUENTIAL SPEAKERS THAT WILL INSPIRE AND MOTIVATE

THE BEST PART OF THE EVENT MAY NOT EVEN BE THE EVENT ITSELF, BUT RATHER THE QUALITY TIME YOU WILL BE ABLE TO SPEND RECONNECTING WITH YOUR TEAM AND MEETING NEW MEMBERS OF OUR FITTEAM FAMILY.

THERE IS STILL TIME TO GET YOUR TICKETS AND START PLANNING. REGISTER THROUGH YOUR FITTEAM EVO TODAY!



ALL-IN PROMO

THE ALL-IN PROMO IS GOING STRONG, WHERE ARE YOU WITH POINTS? THIS IS YOUR OPPORTUNITY TO MAKE YOUR ALL-IN EVENT SPECTACULAR BY EARNING THE FOLLOWING:

- \$300 ROOM REIMBURSEMENT
- \$500 TRAVEL REIMBURSEMENT
- INVITATION TO AN EXCLUSIVE CEO DINNER
- BONUS - BE ONE OF THE TOP 5-POINT EARNERS EACH MONTH AND YOU WILL GET TO ATTEND A SPECIAL DIAMOND DINNER AFTER-PARTY.

NOT SURE HOW TO EARN POINTS? DON'T WORRY IT'S EASY! EARN POINTS BY SIMPLY DOING THE VERY SAME THINGS YOU DO DAILY TO BUILD YOUR FITTEAM BUSINESS. THIS SIMPLE POINTS-BASED PROGRAM IS DESIGNED TO REWARD YOU FOR:

- REGISTERING FOR THE EVENT
- SHARING THE FITTEAM PRODUCTS & OPPORTUNITY
- SPONSORING & PROMOTING
- ADVANCING IN RANKS

YOU HAVE UNTIL 3/31/22 TO TAKE ADVANTAGE!

BRAND PARTNER SPOTLIGHT

THIS MONTH WE ARE PROUD TO FEATURE OUR PARTNERS FROM DOWN SOUTH, CARLOS RIOS AND ROSY VALENCIA!

THESE LEADERS ARE MAKING WAVES IN THEIR FIELD AND WE CAN'T WAIT TO SEE WHERE THEY GO!



CARLOS RIOS

ORIGINALLY FROM PUERTO RICO, CARLOS RÍOS IS A PROFESSIONAL NETWORKER WHO NOW LIVES IN ORLANDO, FLORIDA. HE IS A PASSIONATE LEADER WHO ENJOYS WORKING WITH TEAMS AND RECRUITING ONLINE. HE HAS ALREADY BROUGHT TO FITTEAM ONE OF THE FASTEST-GROWING TEAMS.

HE ENJOYS BEING WITH FAMILY AND FRIENDS. HE AND HIS WIFE ARE PARENTS TO FIVE KIDS – THREE OF HIS OWN AND TWO OF HIS WIFE.

IN 1984 HE HAD HIS FIRST EXPERIENCE WITH NETWORK MARKETING AND EXPERIENCED SUCCESS, ESPECIALLY AS HE TURNED PROFESSIONAL AND FULL-TIME IN 2013. CARLOS KNOWS THE VALUE OF HARD WORK AND DOING SO INTELLIGENTLY.

WE ARE PRIVILEGED TO HAVE CARLOS WITH FITTEAM AND EXPECT GREAT THINGS FROM HIM! BIENVENIDO!!



ROSY VALENCIA

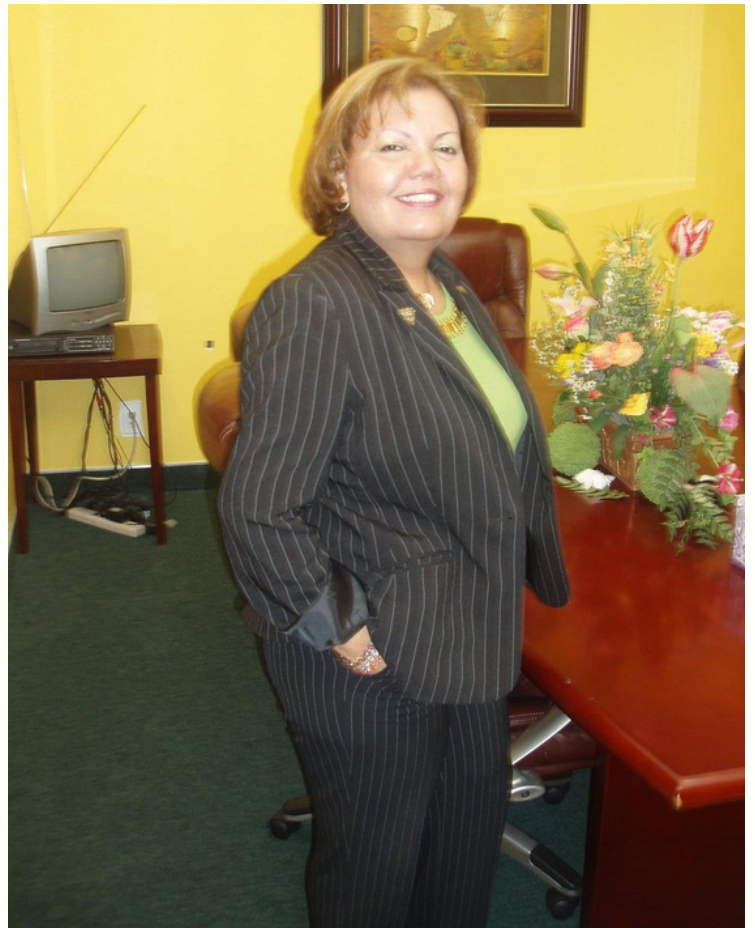
ROSY VALENCIA WAS BORN IN EL SALVADOR AND EARNED HER DEGREE IN PSYCHOLOGY. ALWAYS A DISCIPLINED COMPETITOR, SHE REPRESENTED HER COUNTRY IN SWIMMING IN THE 1968 OLYMPICS

SHE MOVED TO THE UNITED STATES IN HER ADULthood AND STARTED DRIVING A SEMI-TRUCK. SHE SOON FOUND HERSELF OWNING SEVEN SEMIS!

SHE LATER STARTED SELLING HOMES AND SOON THEREAFTER FOUND HERSELF HAVING A REAL ESTATE BROKERAGE!!!

ROSY HAS HER SHARE OF UPS AND DOWNS. SHE UNDERSTANDS THAT WHERE THERE IS A WILL, THERE IS A WAY AND THAT HAVING A POSITIVE OUTLOOK IN LIFE COUPLED WITH HARD WORK WILL GREATLY ENHANCE THE PROBABILITY OF SUCCESS.

IT IS A GREAT PLEASURE TO HAVE ROSY WITH FITTEAM! ALREADY A GOLD EXECUTIVE, SHE IS SHOOTING FOR DIAMOND!!



TOP SPONSORS

WE WANT TO GIVE A SPECIAL SHOUT-OUT TO OUR FEBRUARY TOP SPONSORS! THESE BRAND PARTNERS ARE WORKING HARD AND IT IS SHOWING.

1. KATIE LAVERGNE
2. KRISTY MINDT
3. COURTNEY PHEBY
4. TIFFANY ZABLOTNEY
5. MAKINNA COPPING
6. PAULA TURK
7. ALYSSA MAYS
8. ERIN TORTORA
9. LISA CHARLES
10. IVAN BLANCO



11. LEAH RICHARD
12. FALYN SHILTS
13. ROSA VALENCUA
14. DEBBY GASPERONI
15. BONNIE MALECKI
16. CATERINA PORTUGUEZ
17. JERE & SANDY HILL
18. ERIN SCHULTE
19. ALICIA WEITZEL
20. BARB BRUEN
21. AQUILINA CASANA
22. VICKI TAFT
23. NICOLE DOOLITTLE
24. CATHY BRANNON
25. JEN SCHOBER

VIP AFTER-PARTY EARNERS

CONGRATULATIONS TO OUR BRAND
PARTNERS THAT EARNED A VIP
AFTER PARTY EXPERIENCE AT OUR
ALL-IN EVENT IN DALLAS, TX! WE
LOOK FORWARD TO PARTYING THE
NIGHT AWAY WITH YOU!



SEE YOU IN DALLAS

BIZ TIP

HUMAN CONNECTION

WE ALL KNOW THAT NO MATTER WHAT AREA OF BUSINESS YOU ARE IN NETWORKING CAN BE EXTREMELY BENEFICIAL. HOWEVER, WE SELDOMLY HEAR ABOUT THE MOST IMPORTANT PART OF NETWORKING - ESTABLISHING AND MAINTAINING TRUE HUMAN CONNECTIONS.

THE CONNECTIONS WE FORGE IN OUR LIFE ARE MORE IMPORTANT THAN WE EVEN REALIZE. MEANINGFUL CONNECTIONS HELP OUR OVERALL WELLBEING, IMPROVE OUR PHYSICAL & MENTAL HEALTH, AND HELP TO REDUCE STRESS.

CONNECTIONS IN YOUR NETWORK CAN DETERMINE SO MUCH SUCH AS, HOW MUCH YOU ENJOY YOUR DAY-TO-DAY, HOW YOU PRODUCE RESULTS, THE ABILITY TO BOOST ENGAGEMENT, ABILITY TO CREATE INNOVATION, AND THE LIST GOES ON.

UNDERSTANDING WHY CONNECTIONS MATTER ISN'T THE HARD PART IT'S LEARNING HOW TO ESTABLISH AND MAINTAIN THESE CONNECTIONS. BELOW WE SHARE WAYS THAT CAN HELP YOU CREATE MORE MEANINGFUL CONNECTIONS IN ALL AREAS OF YOUR LIFE.

- TAKE INTEREST IN OTHERS AND THEIR PASSIONS. TAKING THE TIME TO LEARN ABOUT OTHERS AND LISTEN TO WHAT MAKES THEM HAPPY CAN CREATE A NEW RESPECT. YOU MAY EVEN FIND YOU HAVE A COMMONALITY OR SHARED INTEREST.
- BE AUTHENTIC, TRUE TO YOURSELF. DON'T TRY TO BE PERFECT OR TO IMPRESS, BE YOURSELF AND THE CONNECTION WILL BE PURE FROM THE BEGINNING. THIS CREATES A STRONG FOUNDATION.
- THIS IS A SKILL WE TALK ABOUT OFTEN AND VERY FEW EVER LEARN TO MASTER. WHEN YOU LEARN TO LISTEN AND CAN LET GO OF EGO OR BECOME VULNERABLE THE CONNECTION WILL GROW DEEPER.
- FOCUS ON GIVING. ENTER A SITUATION WITH THE MINDSET OF GIVING OPPOSED TO TAKING. EVEN A SIMPLE GESTURE CAN HAVE A HUGE IMPACT, THIS THOUGHTFULNESS WILL BE REMEMBERED AND VALUED.

CREATING MEANINGFUL CONNECTIONS MAY COME NATURALLY TO SOME BUT FOR THOSE OF US WHO NEED THE PUSH, REMEMBER TO BE YOURSELF AND HAVE CONFIDENCE BECAUSE YOU ARE WORTH IT!

THE PAST COUPLE OF YEARS WE HAVE ALL MISSED OUR CONNECTIONS AND NOW IT THE TIME TO REENGAGE. WE LOOK FORWARD TO RECONNECTING WITH EVERYONE AT OUR UPCOMING ALL-IN EVENT IN DALLAS, TX!



MESSAGE FROM OUR CEO



I LOOK FORWARD TO SEEING EVERYONE AT THE APRIL EVENT IN DALLAS, WHERE WE WILL FINALLY BE ABLE TO SHARE A SNEAK PEEK INTO OUR BRAND NEW FITTEAM SHOPPING CART!

THIS SHOPPING CART WILL BE A COMPLETE GAME-CHANGER FOR YOUR BUSINESS. THE ABILITY TO SHARE AND SELL FITTEAM PRODUCTS HAS NEVER BEEN EASIER.

SEE YOU IN DALLAS!

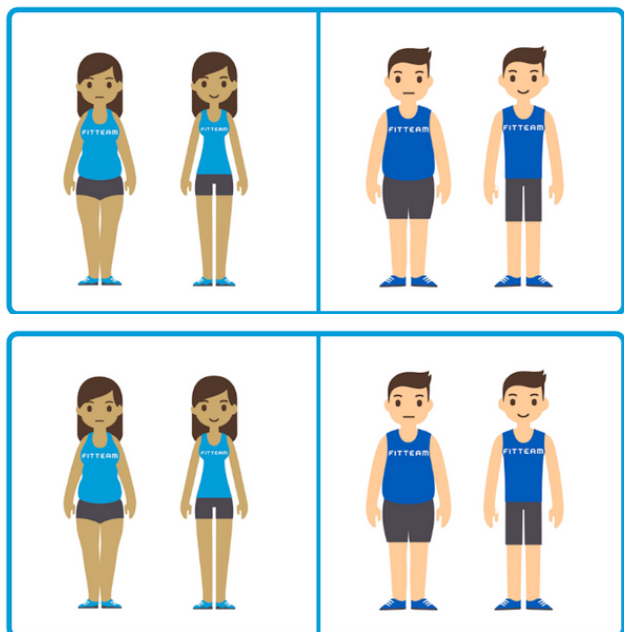
CONNECT WITH CHRISTOPHER HUMMEL

JOIN HIS TEXT BLAST TODAY

WOULD YOU LIKE A WAY TO RECEIVE MOTIVATION, INSPIRATION, PROMO UPDATES, CALLS, AND ALL THE EXCITING THINGS HAPPENING AT FITTEAM FROM OUR CEO 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 AGAIN.





PROGRESS PHOTO SUBMISSION

SUBMIT YOUR SUCCESS STORY TODAY

HAVE YOU MADE A HEALTHY LIFESTYLE CHANGE AND WANT TO SHARE YOUR AMAZING PROGRESS? IF THAT'S A YES THEN GREAT, BECAUSE HERE AT FITTEAM WE LOVE TO CELEBRATE EVERYONE'S ACCOMPLISHMENTS BIG TO SMALL.

EVERY GOAL ACHIEVED DESERVES RECOGNITION AND NOW IT IS EASIER THAN EVER TO SUBMIT YOUR PROGRESS PHOTOS AND TESTIMONIES BY VISITING [FITTEAM.COM/PROGRESS-PHOTO](https://fitteam.com/progress-photo).

FITTEAM ELITE

JOIN THE ELITE TODAY

IF YOU HAVEN'T HEARD OF THE FITTEAM ELITE GROUP, TODAY'S YOUR LUCKY DAY!

THE FITTEAM ELITE GROUP PROVIDES YOU WITH ADDITIONAL ACCOUNTABILITY, TRAINING AND GUIDANCE THAT WILL HELP YOU TAKE YOUR BUSINESS TO THE NEXT LEVEL.

- ALL BRAND PARTNERS ARE ELIGIBLE FOR MEMBERSHIP TO THE GROUP WITH THE PURCHASE OF THEIR DUES AS PART OF THEIR MONTHLY LOYALTY PROGRAM ORDER
- THE GROUP IS LED AND STRUCTURED BY FITTEAM CEO, CHRISTOPHER HUMMEL
- ALL PROCEEDS FOR THE MONTHLY MEMBERSHIP DUES BENEFIT THE FITTEAM FOUNDATION WHICH SUPPORTS VARIOUS CHARITIES

THE ELITE GROUP MEETS EVERY MONDAY AT 11:30 AM EST AND/OR 8:30 PM EST ON ZOOM WHICH MEANS YOU CAN CHOOSE THE TIME THAT WORKS BEST WITH YOUR SCHEDULE. DON'T WAIT ANY LONGER JOIN TODAY. ALL YOU NEED TO DO IS VISIT YOUR FITTEAM EVO OFFICE AND IN THE SHOP & MANAGE LOYALTY ORDER SECTION SELECT "OTHER FUN STUFF." ADD THIS ITEM TO YOUR CART AND CHECKOUT. IT'S THAT SIMPLE! ONCE YOU HAVE PURCHASED YOU WILL BE PROVIDED THE CREDENTIALS YOU NEED TO JOIN THE GROUP ON THE NEXT FIRST OF THE MONTH.

WE ARE EXCITED TO SEE YOU ON THE NEXT ELITE CALL!

FITTEAM CALLS & WEBINAR

STAY UP TO SPEED ON ALL THINGS FITTEAM BY JOINING OUR DAILY CALLS! ALL CALLS USE DIAL IN: 667-770-1536 WITH PIN: 443469#.

SCHEDULE >

MORNING MOTIVATION CALL
MONDAY - SATURDAY AT 11:00AM EST
TEAM CALL
MONDAY AT 9:00 PM EST
TRAINING CALL
THURSDAY AT 9:00 PM EST

CUSTOMER SERVICE WHAT YOU NEED TO KNOW

SHARED BY CS DIRECTOR, JERRY SMART

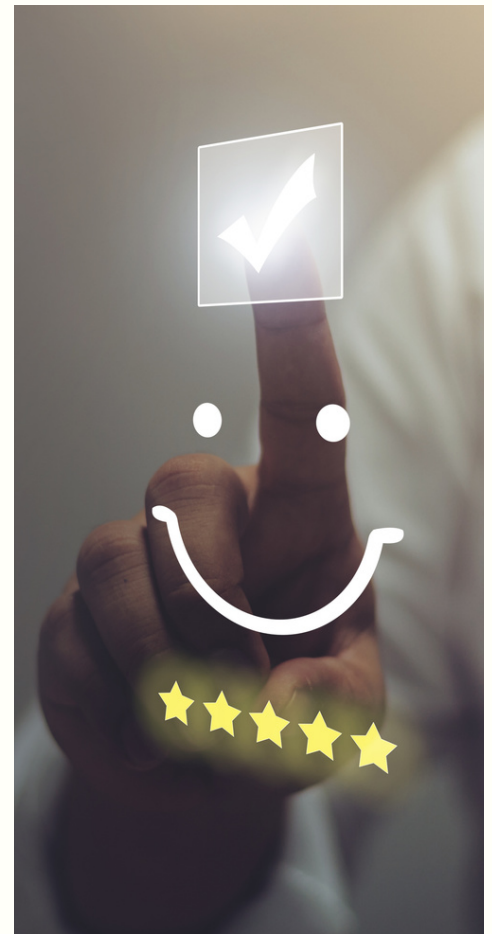
REPLACEMENTS – IF YOU ARE REQUESTING A REPLACEMENT OF A PRODUCT, THERE MUST BE A CORRESPONDING INVOICE AND THAT INVOICE CAN NOT BE MORE THAN 60 DAYS FROM THE DATE OF YOUR REQUEST.

THE CORPORATE OFFICE SHIPS PRODUCT MONDAY THROUGH FRIDAY ONLY. WE DO NOT SHIP ON WEEKENDS OR HOLIDAYS, SO PLEASE SET ANY NEW CUSTOMER EXPECTATIONS ACCORDINGLY.

ALL REQUESTS THAT ARE SENT TO CS (VIA VOICEMAIL, E-MAIL, TICKET, OR CHAT) HAVE A 1 BUSINESS DAY TURNAROUND TIME.

WE CANNOT SEND EXPEDITED SHIPPING TO ADDRESSES THAT HAVE A PO BOX. TO QUALIFY FOR EXPEDITED SHIPPING YOU MUST HAVE A PHYSICAL STREET ADDRESS.

TO PROCESS A SUCCESSFUL CANCELLATION, CUSTOMER SERVICE MUST BE CONTACTED 3 BUSINESS DAYS PRIOR TO THE DATE YOUR LOYALTY ORDER PROCESSES.



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](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](https://mailchi.mp/fitteamglobal.com/opt-in)

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 REQUEST 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 DHL, USPS OR FEDEX TO CONFIRM NO ERRORS ON THEIR END).
- STEP 2: CUSTOMER SERVICE WORKS WITH YOUR CARRIER 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 THEM 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" TO ENSURE YOUR PACKAGE WILL BE SHIPPING TO THE CORRECT ADDRESS.

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