

FITTEAM FOREVER

THE FITTEAM GLOBAL OFFICIAL NEWSLETTER



BACK TO BASICS

FITTEAM HEADQUARTERS

IT'S TIME TO GET BACK TO BASICS AND SPRING CLEAN YOUR BUSINESS MINDSET. NOW IS THE PERFECT TIME TO REASSESS YOUR GOALS, REALIGN YOUR INTENTIONS AND RESET FOR THE YEAR. WEED OUT WHAT IS NOT WORKING AND NOT PRODUCTIVE IN YOUR DAY BECAUSE MAKING THESE SMALL ADJUSTMENTS NOW CAN LEAD TO HUGE GROWTH AND SUCCESS FOR THE YEAR.

HERE AT CORPORATE WE HAVE DONE SOME SPRING CLEANING OF OUR OWN AND ARE WORKING HARD TO LEVEL UP THE BASICS YOU USE EVERYDAY. CREATING A NEW SHOPPING CART, NEW WEBSITE, NEW OPPORTUNITIES AND SO MUCH MORE!

WE LOOK FORWARD TO RECONNECTING WITH OUR FITTEAM FAMILY AND FRIENDS THIS AUGUST IN NASHVILLE, TENNESSEE FOR OUR FITTEAM FAMILY REUNION. SEE YOU THERE!

IN THIS EDITION

BRAND PARTNER ANNOUNCEMENTS

EVENT NEWS & UPDATES

FITTEAM FAMILY RECOGNITION

MESSAGE FROM CEO

BUSINESS BUILDING & TRAINING TIPS



GET READY FOR THE FITTEAM FAMILY REUNION

AUGUST 5TH & 6TH, 2022 - NASHVILLE, TENNESSEE

THE 2022 FITTEAM FAMILY REUNION EVENT WILL BE TAKING PLACE IN NASHVILLE, TENNESSEE THIS AUGUST! WE ARE DOING THINGS A LITTLE DIFFERENT THIS TIME AND HOSTING A 2-DAY EVENT! THAT'S RIGHT TWO DAYS FILLED WITH ACTION PACKED FUN, TEAMBUILDING AND TRAINING.

DAY ONE OF THE EVENT WILL BE HELD ON THE EVENING OF FRIDAY, AUGUST 5TH. YOU CAN EXPECT:

- MOTIVATIONAL INSPIRATION
- ACTION ITEM TRAINING
- MEET, GREET AND ENJOY TIME WITH YOUR TEAM AND FELLOW FITTEAM FAMILY
- SURPRISE ANNOUNCEMENTS

DAY TWO OF THE EVENT WILL BE HELD DURING THE DAY ON SATURDAY, AUGUST 6TH, FOR THE RETURN OF THE FITTEAM GAMES! WE ARE BEYOND EXCITED TO BE BRINGING BACK THE FAMILY FUN. WHAT YOU CAN EXPECT:

- AN OUTDOOR EVENT, BRING YOUR SUNSCREEN
- A MIXTURE OF MENTAL AND PHYSICAL OUTDOOR ACTIVITIES THAT HAVE BEEN DESIGNED TO TEST TEAMWORK AND PROBLEM-SOLVING CAPABILITIES. (WE PROMISE TO INCLUDE GAMES FOR ALL LEVELS OF FITNESS & MOBILITY AND NO INJURIES THIS TIME)
- NEW FACES, WE WANT TO EMBRACE OUR FAMILY ATMOSPHERE WHERE EVERYONE IS WELCOME, SO WE ENCOURAGE YOU TO BRING FRIENDS, FAMILY AND CUSTOMERS ALIKE FOR THIS AMAZING EVENT

TICKETS AND ROOMS FOR THE EVENT ARE SELLING FAST! BE SURE TO GET YOURS BEFORE IT IS TOO LATE BECAUSE YOU WON'T WANT TO MISS THIS!

ALREADY HAVE YOUR TICKET AND LOOKING TO BOOK THE HOTEL? DON'T WORRY WE'VE GOT YOU COVERED! [CLICK HERE](#) TO RESERVE YOUR ROOM TODAY!

LAST DAY TO GAIN ELIGIBLE ENTRY INTO THE... FIT SUMMER CHALLENGE

SUNDAY IS THE LAST DAY TO PURCHASE YOUR FITTEAM ALL-IN OR TRANSFORMATION KIT TO GAIN ELIGIBILITY TO ENTER THE FIT SUMMER CHALLENGE!

THERE WILL BE TWO GRAND PRIZE WINNERS RECEIVING \$2500 EACH. YOU READ THAT RIGHT, TWO WINNERS, 1 MALE AND 1 FEMALE FOR BEST OVERALL TRANSFORMATION. BUT THAT'S NOT ALL, WE WILL ALSO BE REWARDING SECOND AND THIRD PLACE WITH PRODUCT AND PRIZES.

HOW TO QUALIFY FOR ENTRY:

- YOU MUST PURCHASE A TRANSFORMATION OR ALL-IN KIT BETWEEN 4/15/22 AND 5/15/22.
- YOU MUST SUBMIT YOUR CHALLENGE ENTRY BETWEEN 5/1/22 AND 6/15/22.
- YOU MUST SUBMIT YOUR CHALLENGE RESULTS EXACTLY 30 DAYS AFTER YOUR ENTRY SUBMISSION.
- YOU MUST POST ON SOCIAL MEDIA 2X A WEEK USING #FITTEAMCHALLENGE
- YOUR CHALLENGE ENTRY MUST INCLUDE:
 - THE COMPLETED ONLINE FORM FOUND AT [FITTEAM.COM/SUMMER-CHALLENGE](https://fitteam.com/summer-challenge)
 - ALL 4 IMAGES; ONE FULL BODY FRONT, ONE FULL BODY BACK, ONE FULL BODY SIDE AND ONE IMAGE SHOWING THE SCALE READING WHILE STANDING ON IT.
- YOUR CHALLENGE RESULTS MUST INCLUDE:
 - THE COMPLETED ONLINE FORM FOUND AT [FITTEAM.COM/SUMMER-CHALLENGE](https://fitteam.com/summer-challenge)
 - ALL 13 IMAGES, ONE FULL BODY FRONT, ONE FULL BODY BACK, ONE FULL BODY SIDE, ONE IMAGE SHOWING THE SCALE READING WHILE STANDING ON IT, AND SCREEN SHOTS OF ALL 8 SOCIAL POSTS.

INTRODUCING BROOKE AND NOAH OUR LAST CHALLENGE WINNERS!



ELIGIBLE TO ALL US CUSTOMERS. CA, MX ELIGIBLE WITH KIT PURCHASE

TOP SPONSORS

WE WANT TO GIVE A SPECIAL SHOUT-OUT TO OUR MARCH TOP SPONSORS! THESE BRAND PARTNERS ARE CRUSHING IT AND IT SHOWS.

1. KATIE LAVERGNE
2. OLGA MILAN
3. KRISTY MINDT
4. LEAH RICHARD
5. ERIN TORTORA
6. JERE & SANDY HILL
7. HEIDI EMERY KOEHLER
8. MARIA GALEANO
9. PAULA TURK
10. VICKI TAFT



11. TERESA SILVA
12. AMANDA CHRISTINE
13. SARAH EVANS
14. ALYSSA MAYS
15. DEBBY GASPERONI
16. KIM BROWN
17. CATHY CORBIN
18. LISA CHARLES
19. ERICA SCHOBBER
20. NICOLE DOOLITTLE
21. BARB BRUEN
22. COURTNEY PHEBY
23. SARAH LLOYD HORNER
24. AQUILINA CASANA
25. HUMBERTO VILLARREAL

BRAND PARTNER SPOTLIGHTS

WE ARE PROUD TO RECOGNIZE AND HONOR THIS MONTHS BRAND PARTNER SPOTLIGHTS, AQUILINA CASANA, CARRIE BRADLEY AND SARAH EVEANS. THESE LADIES ARE PROOF THAT PASSION AND DEDICATION CAN LEAD YOUR BUSINESS TO SUCCESS.

AQUILINA CASANA

AQUILINA AND HER HUSBAND ARE ORIGINALLY FROM MEXICO AND NOW RESIDE IN THE SOUTHERN CALIFORNIA AREA. SHE HAS A STRONG WORK ETHIC, LOVES BUILDING IN TEAMS AND ENJOYS SOCIAL MARKETING.

SHE JOINED OUR COMPANY IN FEBRUARY OF THIS YEAR AND HIT TEAM LEADER IN HER FIRST MONTH AND REGIONAL LEADER IN HER SECOND FULL MONTH! WE EXPECT MANY MORE GREAT THINGS FROM HER IN THE FUTURE.



CARRIE BRADLEY, CARRIE IS A VIBRANT, DEDICATED AND COMPASSIONATE WOMAN. SHE IS A WIFE, A MOTHER AND WONDERFUL GRANDMOTHER FIRST AND FOREMOST BUT LOOK OUT FITTEAM BECAUSE CARRIE IS SHINING BRIGHT LIKE THE FUTURE DIAMOND SHE IS! SHE IS PLUGGED IN, MOTIVATED AND TAKING CONSISTENT ACTION TOWARDS HER GOALS. WE KNOW HITTING TEAM LEADER IN CANADA IS JUST THE START.



SARAH EVANS

SARAH IS A FREE SPIRITED, FAMILY-ORIENTED MOTHER OF 4! SHE JOINED FITTEAM IN MARCH 2022 AND HIT TEAM LEADER IN HER FIRST MONTH! SHE IS ON A MISSION TO HELP OTHERS FEEL AS GOOD AS SHE DOES AND ACHIEVE THEIR PERSONAL GOALS! HER GOAL IS TO BUY LAND AND A HOME TO SETTLE WITH HER FAMILY IN TN! WE CAN'T WAIT TO HAVE SARAH JOIN US IN NASHVILLE THIS AUGUST FOR OUR FAMILY REUNION EVENT



THANK YOU TO COURTNEY PHEBY AND LEIGH ANN CARNEY FOR THEIR CONTRIBUTIONS.

KEEP IT SIMPLE

BY LEIGH-ANN CARNEY

THERE ARE 3 SIMPLE STEPS SHARED RIGHT ON OUR FITTEAM PRESENTATION. LET'S LOOK AT #3, TALK TO PEOPLE!

IN THIS DAY AND AGE WHERE SO MUCH IS AUTOMATED, VIRTUAL, OR DONE VIA TEXT/MESSAGING... I ENCOURAGE YOU TO HAVE INTENTIONAL CONVERSATION! DON'T ASSUME BECAUSE YOU POST ON SOCIAL MEDIA, MESSAGE, EVEN EMAIL SOMEONE THAT THEY SAW IT, READ IT AND REMEMBER IT! PICK UP THE PHONE! HAVE A CONVERSATION IN PERSON.



KEEP IT SIMPLE, DON'T OVERTHINK IT, JUST HAVE A CONVERSATION. THERE IS NO DENYING THAT SOCIAL MEDIA & TECHNOLOGY HAVE A POWERFUL IMPACT THAT CAN BE LEVERAGED FOR YOUR BUSINESS AND YOU SHOULD USE IT. BUT, NOTHING TAKES THE PLACE OF A PERSONAL CONVERSATION WHERE THE OTHER PERSON CAN HEAR YOUR PASSION, KNOW THAT YOU CARE AND KNOW YOU WANT TO HELP THEM WITH THEIR GOALS!

REMEMBER... IF YOU THINK YOU CAN HELP SOMEONE, CHANCES ARE YOU CAN. IF YOU THINK THEY WOULD BE A GREAT BUSINESS PARTNER, CHANCES ARE SOMEONE ELSE DOES AS WELL AND IF YOU DON'T SHARE WITH THEM... SOMEONE ELSE WILL! SO, IF THERE IS SOMEONE YOU WOULD LOVE TO BE IN BUSINESS WITH, WORK WITH, TRAVEL WITH, PARTNER WITH, THEN WHY NOT REACH OUT IN THE MOST GENUINE WAY POSSIBLE WITH A PHONE CALL OR A CONVERSATION IN PERSON? THINK ABOUT THE IMPACT YOU COULD HAVE ON THAT PERSON'S LIFE, THEN MAKE THE CALL AND HAVE AN INTENTIONAL CONVERSATION!

FITTEAM ON THE MOVE

FITTEAM WALKATHON

THIS PAST SATURDAY MAY 11 IN DOWNEY, CA, ROSY VALENCIA AND A FEW OF HER BRAND PARTNERS MET BRIGHT AND EARLY TO CELEBRATE A FITTEAM WALKATHON!

ROSY VALENCIA LOVES INVOLVING HER GROUP AND HAS MEETINGS AT HER HOME EVERY TUESDAY MORNING. THIS WEEK WAS SPECIAL, HOWEVER, IN THAT THEY MET ON A WEEKEND IN ORDER TO WALK A FEW MILES TOGETHER. SPORTING FITTEAM BRANDED T-SHIRT, THEY ALSO TOOK FLYERS WITH THEM AND DROPPED THEM OFF AT DIFFERENT HOMESITES ALONG THEIR PATH.

KUDOS TO ROSY AND HER TEAM FOR THEIR UNITY, CAMARADERIE AND CREATIVITY, ALL THE WHILE FOCUSING ON HEALTH AND WELLNESS!



MESSAGE FROM OUR CEO



FIT+ HAS BEEN AN AMAZING ADDITION TO MY DAILY ROUTINE AND I ENCOURAGE YOU TO ADD IT TO YOURS!

I ADD FIT+ WHEN I TAKE MY FIT AND LOVE THE EXTRA BENEFITS FROM THE NEW ACTIVE INGREDIENTS.

ANYONE THAT IS A COMPETITIVE ATHLETE, ACTIVE, HIT A PLATEAU, OR LOOKING FOR A BOOST NEEDS FIT+.

- CHRISTOPHER HUMMEL, CEO

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

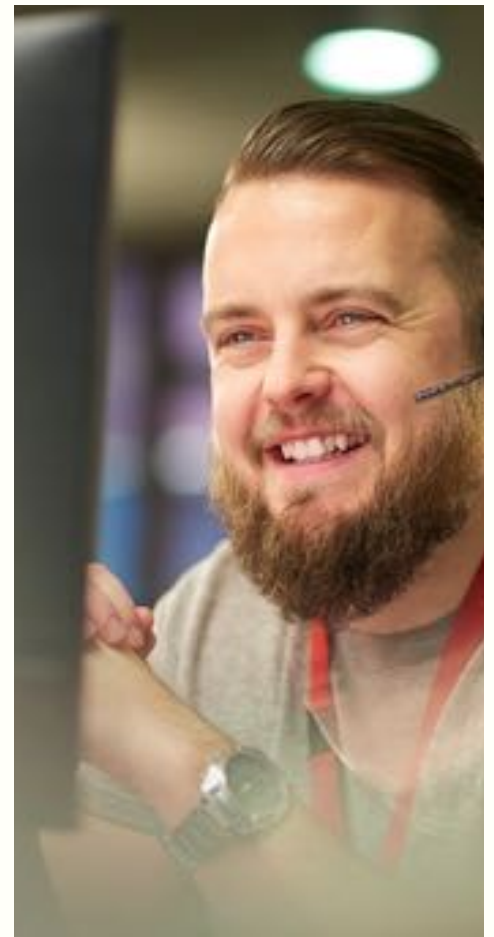
REPLACEMENTS – IF YOU ARE REQUESTING A REPLACEMENT OF A PRODUCT, THERE MUST BE A CORRESPONDING INVOICE AND THAT INVOICE CAN NOT BE MORE THAN 60 DAYS FROM THE DATE OF YOUR REQUEST.

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 RESHIPING 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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