

FITTEAM FOREVER

THE FITTEAM GLOBAL OFFICIAL NEWSLETTER



KEEP GOING

FITTEAM HEADQUARTERS

CAN YOU BELIEVE WE ARE ALREADY HALFWAY THROUGH THE YEAR! THE TIME IS FLYING BY, WE ARE LESS THAN TWO MONTHS AWAY FROM OUR EVENT, FIT+ HAS PROVEN TO BE A GAME CHANGER, THE FIT SUMMER CHALLENGE IS UNDERWAY AND SO MUCH MORE!

THIS HALFWAY POINT IN THE YEAR IS A GREAT TIME TO CHECK-IN ON YOUR GOALS AND THE PROGRESS YOU HAVE MADE. IS IT TIME TO ADJUST YOUR ACTION PLAN OR INCREASE YOUR GOALS? EITHER WAY YOU STILL HAVE TIME TO KEEP GOING.

THE SUMMER IS THE PERFECT TIME TO REINVEST IN YOURSELF AND YOUR BUSINESS AND MAKE A PUSH TOWARDS YOUR GOALS AND THE FUTURE YOU ENVISION. THE BEST PART IS, YOU NEVER HAVE TO DO IT ALONE. USE YOUR NETWORK AND SUPPORT SYSTEM TO HELP YOU ACHIEVE YOUR DREAMS!

IN THIS EDITION

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ANNOUNCEMENTS**

EVENT NEWS & UPDATES

**FITTEAM FAMILY
RECOGNITION**

MESSAGE FROM CEO

**BUSINESS BUILDING &
TRAINING TIPS**



THE FITTEAM FAMILY REUNION IS ALMOST HERE

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

WE ARE LESS THAN TWO MONTHS AWAY FROM OUR FITTEAM FAMILY REUNION EVENT HAPPENING IN NASHVILLE, TENNESSEE! IN CASE YOU HAVEN'T HEARD THIS IS GOING TO BE A LITTLE DIFFERENT THAN OUR TYPICAL EVENTS, THIS TIME WE ARE HOSTING A 2-DAY EVENT! THAT'S RIGHT TWO DAYS FILLED WITH ACTION PACKED FUN!

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

WE CAN'T WAIT TO SEE EVERYONE THERE! DETAILS ABOUT THE PARK WILL BE RELEASED SOON SO BE SURE TO STAY TUNED IN!

FIT+ IS HERE



HAVE YOU TRIED FIT+ YET? IF NOT, WHAT ARE YOU WAITING FOR???

FIT+ HAS BEEN DESIGNED TO DELIVER OPTIMAL RESULTS BY COMBINING ALL OF THE THINGS YOU KNOW AND LOVE ABOUT FITTEAM FIT, PLUS NEW PREMIUM ACTIVE INGREDIENTS SUCH AS B3 (NIACINAMIDE), SEA BUCKTHORN AND GUARANA! THESE INGREDIENTS PROVIDE AMAZING BENEFITS LIKE:

- HEART HEALTH SUPPORT
- HEALTHY BLOOD FLOW
- SKIN HEALTH
- ENHANCES BRAIN FUNCTION
- IMMUNE SYSTEM SUPPORT
- LIVER HEALTH SUPPORT
- GASTRIC HEALTH SUPPORT
- WEIGHT LOSS SUPPORT
- CARDIOVASCULAR SUPPORT
- REDUCTION OF FATIGUE

FIT+ IS INTENDED TO BE USED WITH FIT TO ENHANCE YOUR OVERALL EXPERIENCE AND RESULTS! THEY CAN SAFELY BE CONSUMED AT THE SAME TIME, ON THE SAME DAY OR USED INTERCHANGEABLY THROUGHOUT THE DAY! ADD FIT+ INTO YOUR ROUTINE TODAY SO YOU CAN SEE RESULTS TOMORROW!

BUT DON'T TAKE OUR WORD FOR IT, SEE WHAT OTHERS ARE SAYING!

ADDING FIT + BEFORE MY WORKOUT IS A GAME CHANGER! I TAKE 2 CAPSULES ABOUT 20 MIN BEFORE THE WORKOUT, STILL DOING MY NORMAL FITTEAM FIT IN THE MORNING. IT GIVES ME A HEALTHY KICK OF ENERGY, AND HELPS ME FROM WATCHING THE CLOCK FOR THE WORKOUT TO END. I MAKE IT THROUGH, EVEN IN THIS CRAZY HEAT, AND STILL HAVE A SMILE ON MY FACE WHEN IT'S OVER. I'VE NOTICED NO CRASH, WHICH IS ALWAYS A POSITIVE! - KELLY

ADDING FIT+ TOTALLY CHANGED THE GAME FOR ME BEFORE MY MORNING BOOT CAMP. I'M SUPER ENERGIZED, DEFINITELY GET A GREAT PUMP, THE TIME FLIES BY AND I'M READY FOR MORE! - KIM

LAST DAY TO ENTER THE

FIT SUMMER CHALLENGE

DID YOU PURCHASE A FITTEAM TRANSFORMATION KIT OR ALL-IN KIT BETWEEN THE DATES OF 4/16/22 AND 5/15/22? IF YOU ANSWERED YES, THEN YOU QUALIFY TO ENTER THE FIT SUMMER CHALLENGE AND YOUR CHANCE AT EARNING THE \$2,500 GRAND PRIZE!

BUT TODAY IS THE VERY LAST DAY TO ENTER THE CHALLENGE SO DON'T MISS YOUR OPPORTUNITY TO BE ONE OF THE \$2,500 GRAND PRIZE WINNERS!

ENTER RIGHT NOW BY VISITING:
[HTTPS://FITTEAM.COM/SUMMER-CHALLENGE/](https://fitteam.com/summer-challenge/)

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





PROMO WINNER ANNOUNCEMENT

CONGRATULATIONS TO EVERYONE THAT WON OUR
WATERBOTTLE PROMO PROVING YOUR SPONSORING
SKILLS ARE NEXT LEVEL!

KATIE LAVERGNE

SUSANA FRANCO

DEBBY GASPERONI

HEIDI EMERY KOEHLER

TERESA HYER

ERICA SCHOBER

MICHELE MCGOVERN

PAULA TURK

YVETTE PAULSON

OLGA MILAN

CARI ROGERS

VICKI TAFT

KRISTY MINDT

MICHAEL PROKOP

LEAH RICHARD

TOP SPONSORS

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

1. KATIE LAVERGNE
2. PAULA TURK
3. IVAN CEPEDA
4. VELLA SORIA
5. LINDA PAREDES
6. DIANA ALCIVAR
7. JOSE CEPEDA
8. VICKI TAFT
9. LISA CHARLES
10. ANNIE PONGUILLO



11. CATERINA PORTUGUEZ
12. ERIN TORTORA
13. ABRAHAM MEJIA
14. COURTNEY PHEBY
15. MECIAS RUMIGUANO
16. ALYSSA MAYS
17. SHELLY SMEDSTAD
18. CRISTINA CRESPO
19. FRANCISCA JIMENES
20. MARCELA LLANOS
21. JUAN GAVILANEZ
22. JERE & SANDY HILL
23. CHRISTY HAWKS
24. CARRIE BRADLEY
25. MAKINNA COPPING

BRAND PARTNER SPOTLIGHT

THIS MONTH WE ARE PROUD TO SPOTLIGHT ERIN TORTORA AND JAN HECK! WE KNOW THIS IS JUST THE START OF THEIR SUCCESS AND CAN'T WAIT TO SEE WHERE THEY GO!



ERIN IS ON A ROLL AND WE WERE LUCKY ENOUGH TO CELEBRATE HER IN NEW YORK RECENTLY FOR HITTING NATIONAL TEAM LEADER. WE APPRECIATE WHAT YOU ADD TO OUR FITTEAM FAMILY!

THANK YOU SO MUCH FOR TAKING MY FAMILY OUT FOR SUCH AN AMAZING DINNER. MY KIDS LOVED IT AND I LOVE SHOWING THEM WHAT IS POSSIBLE FOR THE FUTURE! - ERIN TORTORA

THANK YOU FOR MAKING THE TRIP TO RECOGNIZE MY HARD-WORKING WIFE'S FITTEAM MILESTONE. AND THANK YOU FOR AN AMAZING DINNER! - JAMES TORTORA





HAVE YOU MET JAN YET? IF NOT, YOU ARE MISSING OUT THIS RAY OF SUNSHINE IS WHAT WE ALL NEED IN AROUND.

JAN HAS BEEN WITH FITTEAM SINCE 2016 AND THE DEDICATION TO HERSELF, HER GOALS AND GROWING HER BUSINESS HAVE NOT GONE UNNOTICED. WE ARE SO PROUD TO HAVE YOU AS PART OF OUR FITTEAM FAMILY

FITTEAM WAS A GOD SEND TO ME IN 2016 . I WAS PART TIME NANNY AND SCROLLING THROUGH FACEBOOK, SAW A POST FOR ORGANIC HEALTH & WELLNESS. I WENT ALL IN AFTER 6 YEARS, ALMOST 65 YEARS OLD BECAUSE OF MY (BELIEF) IN OUR FITTEAM COMMUNITY & PRODUCTS I'VE REALLY GROWN IN ALL ASPECTS OF MY LIFE! - JAN HECK SILVER EXECUTIVE

FITTEAM
PROGRESS

"I am so blessed to be a part of this amazing FITTEAM opportunity. I started FIT 7 months ago & have lost 13 lbs., several inches & now sharing my passion with everyone I meet. I no longer have hot flashes or migraines. My energy is awesome, focus is better & I love the appetite control as well. FIT is changing lives one FIT stick at a time."

- Janet Heck

Results will vary.

NETWORK

BY DEBBY GASPERONI

ONE OF THE BEST WAYS TO GROW YOUR BUSINESS AND HAVE FUN WHILE DOING IT IS NETWORKING!!

NETWORKING IS ONE OF THE OLDEST AND MOST COMMON WAYS FOR PEOPLE TO MEET FACE TO FACE WITH OTHERS, COMMUNICATE EFFECTIVELY, START AND BUILD ON RELATIONSHIPS, GET OUT OF YOUR COMFORT ZONE, ADD PEOPLE TO YOUR FUNNEL AND HAVE FUN!! I MEAN WHAT ISN'T THERE TO LOVE ABOUT NETWORKING?



AT THE BEGINNING OF THIS CALENDAR YEAR I MADE THE COMMITMENT TO MYSELF TO ATTEND AT LEAST 4 NETWORKING EVENTS EACH MONTH, THAT MEANT I FIRST HAD TO DO SOME RESEARCH ONLINE, AND THROUGH ASKING PEOPLE I ALREADY KNOW, IF THEY KNEW OF ANY GROUPS OR EVENTS I COULD LOOK INTO. IN DOING SO THAT LEAD ME TO ABOUT 6 GROUPS THAT I ATTEND EVENTS CONSISTENTLY EACH MONTH. THAT ALSO MEANS IT'S HELPED TO INTRODUCE ME TO PEOPLE, IN MY LOCAL COMMUNITIES, THAT I CAN CONNECT WITH, COLLABORATE WITH, CREATE FRIENDSHIPS WITH AND SHARE ABOUT FITTEAM WITH.

NETWORKING DOESN'T HAVE TO NECESSARILY BE ATTENDING SPECIFIC GROUP EVENTS, YOU CAN NETWORK IN MANY WAYS BY JUST GETTING OUT OF THE HOUSE AND OUT OF YOUR COMFORT ZONE TO CONVERSE WITH PEOPLE. INTRODUCE YOURSELF TO YOUR KIDS FRIENDS PARENTS, MEET PEOPLE AT YOUR PLACE OF WORSHIP, VOLUNTEER AT LOCAL ORGANIZATIONS/SCHOOLS/SPORTING EVENTS, HOST A GET TOGETHER AT YOUR HOME AND ASK YOUR FRIENDS TO EACH BRING A FRIEND YOU DON'T KNOW, HAVE A MEAL OR COFFEE/TEA WITH A FRIEND OR MORE, TALK WITH PEOPLE WHO SERVE YOU (WAIT STAFF, CASHIERS). THE POINT BEING IF WE AREN'T TALKING TO PEOPLE WE AREN'T GROWING OURSELVES OR OUR BUSINESSES.

IN TODAY'S WORLD OF SO MUCH DONE ELECTRONICALLY YET SO MANY PEOPLE NEEDING SOCIALIZATION, SET YOURSELF APART AND GET OUT THERE AND TALK WITH PEOPLE!! GOOD LUCK AND GET NETWORKING!

FITTEAM ON THE MOVE

THE FITTEAM LADIES ARE MAKING MOVES! ALYSSA MAYS AND DEBBY GASPERONI DID BIG THINGS LAST MONTH AND WE WANT TO RECOGNIZE THEIR HARDWORK AND ACTION.

ALYSSA RAN A 5K TO SUPPORT MENTAL HEALTH AND DEBBY HIT HER BEST BACK SQUAT PR COMING OFF AN INJURY. THESE LADIES ARE MORE THAN IMPRESSIVE AND DESERVE TO BE RECOGNIZED.



THIS WEEK I DID SOMETHING DURING MY PERSONAL TRAINING SESSION THAT NOT ONLY DID I NEVER THINK I COULD DO... IT WASN'T EVEN ON MY RADAR TO ATTEMPT!! I WAS ABLE TO BACK SQUAT 135 POUNDS. WHY IS THIS SUCH A BIG DEAL FOR ME?

LET ME TAKE YOU BACK TO JANUARY 2019 WHEN I STEPPED FOOT IN A WOMEN'S FITNESS FACILITY FOR THE FIRST TIME TO "TRY OUT" A TOTAL BODY TRANSFORMATION WORKOUT CLASS. PICTURE THIS: I WAS A CARDIO GIRL, LEGIT WAS NERVOUS TO WEIGHT TRAIN FOR FEAR THAT MAYBE I COULDN'T DO IT, OR IT WOULD HURT 😬 BUT I WANTED TO BE AND FEEL STRONGER AT THE AGE OF 48 YEARS OLD AND, NOT FOCUS ON JUST LOSING WEIGHT FOR ONCE IN MY LIFE!

CONSISTENTLY WORKING OUT ANYWHERE FROM 3-6 DAYS EACH WEEK SINCE THEN, TRYING EVERY CLASS OFFERED FROM YOGA TO BOOTCAMPS, PILATES TO TABATA AND EVEN KICKBOXING AND POUND BEFORE JUMPING INTO PERSONAL TRAINING 1 YEAR AGO. WHICH BRINGS ME TO THE SECOND PHASE OF MY JOURNEY...

WHEN I STARTED TRAINING, WITH TARA DIDOTANO, I WAS STRUGGLING WITH MY MINDSET AND KEPT TELLING TARA (AND ME) THAT BECAUSE I WAS 50, AND HAD SOME WEIGHT CHALLENGES THROUGH COVID, THAT I COULDN'T LIFT MUCH. YET EVERY TIME I WOULD TRY SOMETHING NEW PER HER DIRECTION, I WOULD NAIL IT, EVEN WITH MY LIMITING BELIEFS. I WAS CHALLENGED ONCE AGAIN IN AUGUST 2021 WHEN I INJURED MY LEFT KNEE AND HAD TO TAKE A MONTH OFF OF ALL EXERCISE. BUT THAT DIDN'T STOP TARA FROM BELIEVING IN ME AND WORKING ON SOME CORRECTIVE EXERCISE TO NOT ONLY STRENGTHEN THE MUSCLES AROUND MY INJURED KNEE BUT TO STRENGTHEN ALL PARTS OF MY BODY AND BE SURE I WAS DOING EVERYTHING CORRECTLY.

HERE I AM 10 MONTHS AFTER THAT INJURY WITH CONSISTENT WORK ON MY MUSCLES AND MY MINDSET AND NOW BELIEVING THAT I CAN ACCOMPLISH ANYTHING THAT I SET MY MIND TO AND WORK FOR... AND THAT'S WHAT BROUGHT ME TO BEING ABLE TO SQUAT 135 POUNDS AFTER STARTING WITH JUST THE 45 POUND BAR (AND GIVING TARA THE "SIDE EYE"). AND THE EXCITING PART IS THAT I KNOW I WILL ONLY GO UP FROM HERE

THIS ACCOMPLISHMENT DOESN'T BELONG TO ME ALONE, THANK YOU TARA FOR THE DAILY ENCOURAGEMENT, LOVE, TRUST AND SUPPORT! - DEBBY GASPERONI



TODAY I TOOK PART IN OUR SCHOOL DISTRICT 5K! I PARTICIPATED VIRTUALLY TO TAKE A STEP AGAINST THE MENTAL HEALTH STIGMA! I WAS ABLE TO FINISH MY 5K IN 46 MINUTES AND 57 SECONDS WALKING. I REMEMBER MY FIRST 5K TOOK OVER AN HOUR. SO PROUD OF MYSELF TAKING CARE OF YOURSELF AND YOUR HEALTH IS A MARATHON, NOT A SPRINT. TAKE JOY IN THE SMALL ACCOMPLISHMENTS ON THE WAY TO WHERE YOU WANT TO BE!
- ALYSSA MAYS



6 YEARS AGO I FINISHED MY FIRST EVER 5K. I GENUINELY DIDN'T THINK I HAD IT IN ME TO FINISH. CHRISTOPHER HUMMEL FINISHED HIS 5K AND CAME BACK AROUND TO HELP ME FINISH. YOU NEVER KNOW HOW MUCH AN ACT OF KINDNESS CAN CHANGE SOMEONES LIFE. TODAY I ENJOY WALKING AND IT HAS BECOME A DAILY PRACTICE IN MY LIFE.
- ALYSSA MAYS

MESSAGE FROM OUR CEO



WITH CURRENT ECONOMIC CONDITIONS MORE AND MORE PEOPLE ARE LOOKING TO SUPPLEMENT THEIR INCOME. THE DESIRE TO WORK FROM HOME IS GROWING. YOU CAN MAKE A DIFFERENCE IN SOMEONES LIFE.

- 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

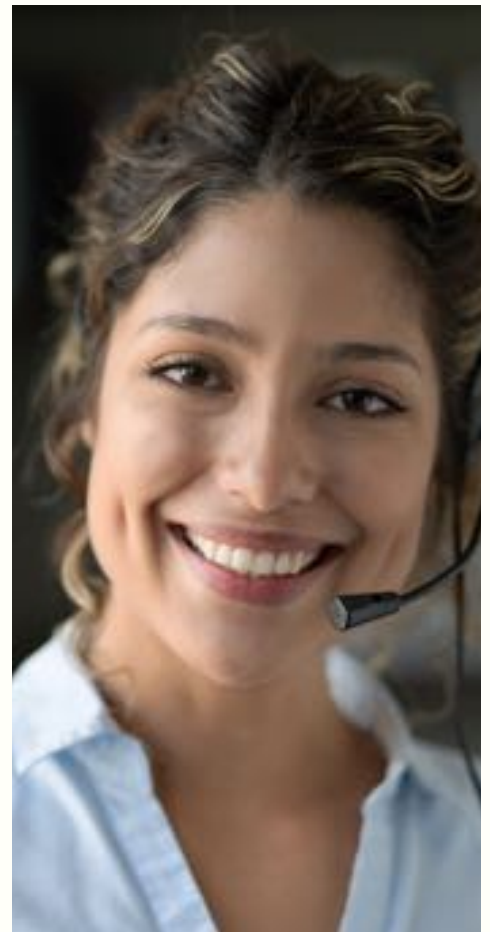
REPLACEMENTS – IF YOU ARE REQUESTING A REPLACEMENT OF A PRODUCT, THERE MUST BE A CORRESPONDING INVOICE AND THAT INVOICE CAN NOT BE MORE THAN 60 DAYS FROM THE DATE OF YOUR REQUEST.

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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