

FITTEAM FOREVER

THE FITTEAM GLOBAL OFFICIAL NEWSLETTER



PURPOSE

FITTEAM HEADQUARTERS

THE SUMMER IS IN FULL SWING, AND THE LONGER DAYS PROVIDE THE PERFECT OPPORTUNITY TO REFLECT AND FIND POWER IN OUR PURPOSE.

PURPOSE IS DEFINED AS, "HAVE AS ONE'S INTENTION OR OBJECTIVE." WE WAKE UP EVERY MORNING WITH INTENTION AND OBJECTIVE, SOME DAYS WE STAY TRUE TO THEM AND SOME DAYS THEY GET LOST BUT IT'S ALWAYS THE PURPOSE THAT'S GETS US GOING. IT IS IMPORTANT TO REMEMBER THERE IS POWER IN UNDERSTANDING OUR PURPOSE AS IT IS OUR ULTIMATE "WHY". IT IS WHY WE GET UP, WHY WE PUSH THROUGH HARD TIMES AND TRULY WHY WE SUCCEED.

FOR THE REST OF THE YEAR, WE CHALLENGE YOU TO FIND POWER IN YOUR PURPOSE AND FOCUS ON THE "WHY" AND WATCH HOW YOU BEGIN TO REACH NEW HEIGHTS!

WE LOOK FORWARD TO SEEING EVERYONE IN JUST TWO WEEKS AT OUR FAMILY REUNION!

IN THIS EDITION

**BRAND PARTNER
ANNOUNCEMENTS**

EVENT NEWS & UPDATES

**FITTEAM FAMILY
RECOGNITION**

MESSAGE FROM CEO

**BUSINESS BUILDING &
TRAINING TIPS**



FITTEAM FAMILY REUNION - ARE YOU READY?

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

WE ARE EXCITED TO SHARE OUR OFFICIAL EVENT ITINERARY. WE CAN'T WAIT TO SEE YOU ALL IN JUST TWO WEEK!

FITTEAM FAMILY REUNION NASHVILLE
AUGUST 6TH, 2022

Sonesta Nashville Airport Hotel
600 Marriott Drive Nashville, TN 37214
(615) 889-9300

Thursday, August 4th

7:00pm - 9:00pm	Diamond Dinner	Stones River Ballroom
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Friday, August 5th

1:00pm - 5:00pm	Event Check-In	Capitol Ballroom
6:00pm - 7:30pm	Meet & Greet	Capitol Ballroom
7:30pm - 10:00pm	Leadership Session	Capitol Ballroom

Saturday, August 6th

10:00am - 2:00pm	FITTEAM Games	Seven Oaks Park (Shelter #1)
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Airport: Nashville International Airport (BNA) 5 Miles / 10 Mins to Hotel

Seven Oaks Park: 5 Miles / 10 Mins from Hotel
Address: 3474 McGavock Pk, Nashville, TN 37217

FIT SUMMER CHALLENGE

CALLING ALL FIT SUMMER CHALLENGE CONTESTANTS!
DO NOT FORGET TO SUBMIT YOUR FINAL ENTRY WHICH IS DUE
30 DAYS FROM YOUR ORIGINAL SUBMISSION.

YOUR FINAL SUBMISSION SHOULD INCLUDE THE FOLLOWING:

- FULL BODY FRONT IMAGE
- FULL BODY BACK IMAGE
- FULL BODY SIDE IMAGE
- SCALE IMAGE WITH A READING OF YOUR FINAL WEIGHT
- 8 SCREEN SHOTS FROM YOUR SOCIAL MEDIA POSTS
CONTAINING #FITTEAMCHALLENGE

YOU CAN SUBMIT YOUR FINAL SUBMISSION RIGHT NOW BY
VISITING: [HTTPS://FITTEAM.COM/SUMMER-CHALLENGE/](https://fitteam.com/summer-challenge/)



TOP SPONSORS

WE WANT TO GIVE A SPECIAL SHOUT-OUT TO OUR JUNE TOP SPONSORS!
THESE BRAND PARTNERS ARE TAKING THEIR BUSINESS TO THE NEXT LEVEL!.

1. KIM BROWN
2. KATIE LAVERGNE
3. OLGA MILAN
4. CATERINA PORTUGUEZ
5. ERIN TORTORA
6. TAMI FLEURY
7. LISA CHARLES
8. AGUEDA GARCIA
9. TORI TAFT
10. PAULA TURK



11. KRISTY MIDNT
12. COURTNEY PHEBY
13. MATT & JULIE MLYNARK
14. CATHY BRANNON
15. NICOLE DOOLITTLE
16. PAMELA REYES
17. MARIA ALLISON
18. JERE & SANDY HILL
19. JENNIFER EMANN
20. MERI HANE CARGILE
21. CHRISTINE MADRAZO
22. KATHLEE DEROY
23. WILLIAM MOSCOSO
24. CARI ROGERS
25. CYNDY WALKER

CONSISTENCY

BY VICKI TAFT

CONSISTENCY IS THE KEY TO A SUCCESSFUL BUSINESS! SMALL STEPS EVERY DAY WILL ALLOW ANY OBSTACLE TO BE KNOCKED DOWN. CONSISTENCY BUILDS TRUST WITH THOSE YOU HOPE TO INSPIRE, SUCH AS CUSTOMERS AND BUSINESS PARTNERS. IT ALSO BUILDS ADMIRATION FROM PEOPLE WHO SEE YOU "DOING", INSTEAD OF JUST "SAYING". CONSISTENCY IS SHOWING UP, EVEN IF YOU'RE NOT FEELING IT. A STRONG ENOUGH "WHY" WILL MAKE CONSISTENCY EASIER.



MESSAGE FROM OUR CEO



EVERYWHERE WE TRAVEL, WE ARE SO IN AWE OF THE QUALITY OF INDIVIDUALS WHO MAKE UP THE FITTEAM FAMILY. THEY ARE SIMPLY SOME OF THE BEST PEOPLE YOU'LL EVER MEET - SELFLESS, CARING, COMPASSIONATE AND ENCOURAGING.

AS YOU ENJOY YOUR SUMMER WITH FAMILY & FRIENDS I CHALLENGE YOU ALL TO GET TO KNOW A HANDFUL OF PEOPLE IN FITTEAM THAT YOU HAVEN'T SPOKEN WITH BEFORE. GET TO KNOW THEM AND BE INSPIRED BY THEIR STORY. THE BIGGEST MISTAKE YOU CAN MAKE IS DOING THIS BUSINESS ALONE.

FOR THOSE OF YOU THAT WILL BE IN NASHVILLE, WE LOOK FORWARD TO CELEBRATING WITH YOU!

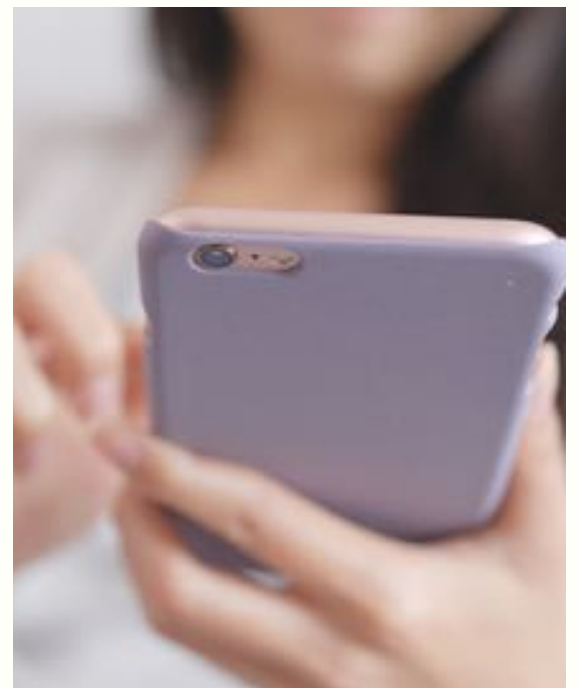
- CHRISTOPHER HUMMEL

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.



FITTEAM ELITE

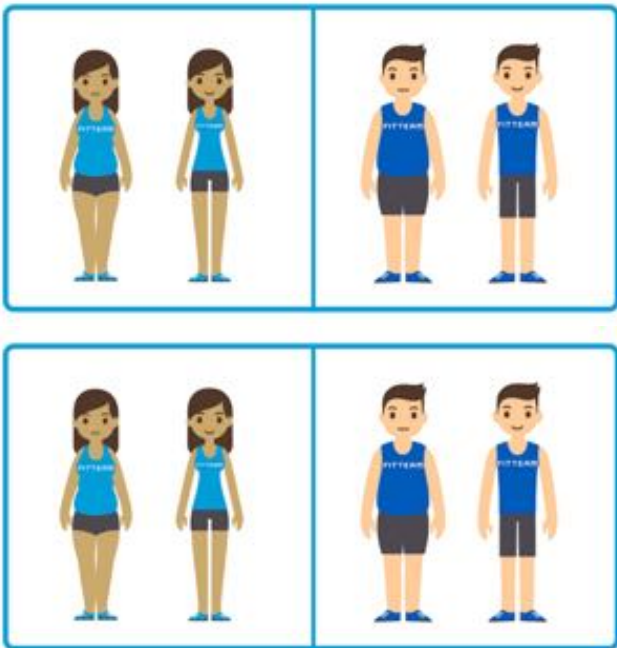
JOIN THE ELITE TODAY

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!



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 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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