

FITTEAM FOREVER

THE FITTEAM GLOBAL OFFICIAL NEWSLETTER



FALL GOALS

FITTEAM HEADQUARTERS

FALL IS APPROACHING WHICH MEANS THIS IS THE PERFECT TIME TO MAKE THE LAST THREE MONTHS OF THE YEAR THE BEST MONTHS OF YOUR BUSINESS YET. WE ENCOURAGE YOU TO WRITE DOWN YOUR GOALS FOR THE NEXT THREE MONTHS AND THEN FIND AN ACCOUNTABILITY PARTNER TO HELP YOU SEE THEM THROUGH. AFTERALL HOW YOU END THE YEAR IS HOW YOU START THE YEAR.

HERE AT HEADQUARTERS WE ARE DOING THE SAME. WE HAVE YEAR END GOALS SUCH AS, PLANNING THE BEST EVENT YET- DREAM BIGGER, LAUNCHING THE NEW SHOPPING CART & NEW RESOURCES, AWARDING THE FIT FALL CHALLENGE WINNERS, PROVIDING BETTER CUSTOMER SERVICE THAN EVER BEFORE AND THAT'S JUST THAT START.

WE LOOK FORWARD TO SEEING EACH AND EVERYONE OF YOU AT THE DREAM BIGGER THIS DECEMBER WHERE WE CAN CELEBRATE THE GOALS WE HAVE ACHIEVED AND START DREAMING BIGGER ABOUT THE GOALS FOR 2023

IN THIS EDITION

**BRAND PARTNER
ANNOUNCEMENTS**

EVENT NEWS & UPDATES

**FITTEAM FAMILY
RECOGNITION**

MESSAGE FROM CEO

**BUSINESS BUILDING &
TRAINING TIPS**



FITTEAM DREAM BIGGER EVENT

DECEMBER IS RIGHT AROUND THE CORNER HAVE YOU PURCHASED YOUR DREAM BIGGER TICKETS YET? IF NOT, YOU'LL WANT TO GET ON IT BECAUSE XXXX WILL BE THE LAST DAY TO PURCHASE TICKETS!

HERE IS WHAT YOU CAN EXPECT:

THURSDAY

- DIAMOND DINNER -

A PRIVATE DINNER WILL BE HELD OFF SITE, COCKTAIL ATTIRE IS ENCOURAGED

FRIDAY

- FITTEAM MEET & GREET (THEME NIGHT) -

BE SURE TO COME DRESSED IN YOUR FITTEAM EVENT SHIRT! HORS D'OEUVRES WILL BE SERVED AND A CASH BAR WILL BE AVAILABLE

SATURDAY

- MORNING YOGA -

JOIN US ON THE BEACH FOR MORNING YOGA ALL SKILL LEVELS ACCEPTED NO MAT REQUIRED

- MAIN EVENT (THEME) -

WE ARE EXCITED TO ANNOUNCE THAT THIS YEAR'S MAIN EVENT WILL BE A BLUE & WHITE THEME! SO, BRING YOUR BEST BLUE AND WHITE BUSINESS CASUAL ATTIRE AND COME DRESSED TO IMPRESS

THIS DREAM BIGGER EVENT PROMISES TO BE ONE YOU WON'T WANT TO MISS. LOOKING TO BOOK YOUR EVENT TICKET? VISIT YOUR FITTEAM VIRTUAL BACK OFFICE (EVO) SELECT "OTHER FUN STUFF" THEN SELECT DREAM BIGGER EVENT AND CHECK OUT, IT'S THAT SIMPLE.

DREAM BIGGER FITTEAM SWAG



COME PREPARED FOR OUR FITTEAM DREAM BIGGER MEET & GREET BY SECURING YOUR EVENT SHIRT IN ADVANCE! ALL EVENT SHIRTS CAN BE PURCHASED ONLINE IN OUR FITTEAM SWAG STORE THE BEST PART IS, IT'S NOT JUST SHIRTS! GO CHECK OUT ALL OF THE FUN DREAM BIGGER ITEMS NOW AVAILABLE!

ALREADY STOCKED UP ON YOUR DREAM BIGGER SWAG? CHECK OUT ALL THE NEW CLASSIC FITTEAM ITEMS JUST RELEASED. OUR TEAM WORKS DILIGENTLY TO ADD NEW ITEMS MONTHLY.

HERE IS HOW TO FIND THE STORE ON OUR SITE:

STEP 1: GO TO FITTEAM.COM

STEP 2: ONCE ON THE PAGE SCROLL TO THE BOTTOM/FOOTER

STEP 3: LOCATE THE RESOURCES COLUMN

STEP 4: SELECT FITTEAM STORE



EXECUTIVE LEADERSHIP RETREAT

FITTEAM WANTS TO THANK ALL OF OUR EXECUTIVES WHO JOINED US IN LAS VEGAS! YOUR DEDICATION AND HARD WORK TOWARDS SUCCESS IN YOUR BUSINESS DESERVES TO BE RECOGNIZED AND REWARDED. WE APPRECIATE YOU TAKING THE STEP TO PUSH YOURSELF AND BUSINESS FORWARD.

THIS EXECUTIVE RETREAT WAS EQUAL PARTS TRAINING AND FUN! WE HAD OUR VERY OWN ROD ESTEVES POINT OUT SOME TOUGH TRUTHS ABOUT HOW WE ALL GET IN OUR OWN WAY, HE FOCUSED ON THE IMPORTANCE OF DEVELOPING YOUR EMOTIONAL INTELLIGENCE, SELF-AWARENESS AND SELF-REGULATION. ROD AND CHRIS EMPHASIZED "THE POWER OF 3" STRATEGY TAUGHT TO THE LEADERS IN ORDER TO EXPONENTIALLY GROW THEIR BUSINESS BASED ON HIGHER SPONSORING ACTIVITIES. SPONSORING IS KEY TO BUILD A MASSIVE BUSINESS!

OUR NEXT GUEST WAS JAMIE CHOO WHO BROUGHT LAUGHS AND MOTIVATION. HE DISCUSSED BEING AGGRESSIVE ABOUT PROSPECTING AND BEING INTENTIONAL IN CREATING YOUR LIST. NO EXCUSES FOR NOT HAVING 100 NAMES ON YOUR LIST. HE REINFORCED THE POWER OF 3-WAY CALL AND SHARED TIPS ON GETTING AN APPOINTMENT.

ABOVE TRAINING WE HAD TIME TO RECONNECT AND CREATE EPIC MEMORIES... CELEBRATING KARYN, ZIPLINING OVER THE STRIP, DELICIOUS MEALS, AND ENJOYING THE FUN CAMARADERIE AT THE POOL WHERE LEADERS TALKED ABOUT THEIR BUSINESS AND HOW THEY CAN WORK MORE CLOSELY TO ACHIEVE THEIR GOALS! WE CAN'T WAIT TO HAVE NEW FACES JOIN US ON THE NEXT LEADERSHIP RETREAT!



FIT FALL CHALLENGE

**ONLY 4 DAYS LEFT TO BECOME ELIGIBLE FOR
THE FIT FALL CHALLENGE.**

TO ENTER THE FIT FALL CHALLENGE YOU MUST PURCHASE A
FITTEAM TRANSFORMATION KIT OR ALL-IN KIT BETWEEN
8/20/22 AND 9/20/22. ONCE YOU HAVE MADE A
QUALIFYING PURCHASE YOU CAN SUBMIT YOUR ENTRY INTO
THE FIT FALL CHALLENGE ANYTIME
BETWEEN 9/20/22 AND 10/20/22.

WITH FALL RIGHT AROUND THE CORNER WHAT BETTER WAY
TO PREPARE FOR THE SEASON THAN TO PUT YOUR HEALTH
FIRST AND GET REWARDED FOR DOING SO. THE FIT FALL
CHALLENGE WILL CONSIST OF TWO CATEGORIES, ONE MALE
ONE FEMALE EACH WITH A GRAND PRIZE WINNERS!
EACH GRAND PRIZE WINNER WILL TAKE HOME \$2500!
SECOND AND THIRD PLACE WINNERS WILL RECEIVE
PRODUCT AND PRIZES.

TO LEARN MORE ABOUT THE FIT FALL CHALLENGE PLEASE
READ OUR OFFICIAL RULES AND REGULATIONS FOUND
ON [FITTEAMTRAINING.COM/PROMOS/](https://fitteamtraining.com/promos/)



FITTEAM GETTING ACTIVE

RECOGNIZING AMAZING ACCOMPLISHMENTS
OF OUR BRAND PARTNERS



MAKINNA COPPING ACCOMPLISHED NO SMALL FEET BY COMPLETING A 50K TO END MS! NOT ONLY ARE YOU PUSHING YOUR SELF TO NEW HEIGHTS YOU ARE HELPING OTHERS IN THE PROCESS. WAY TO GO!

KATHY MUSKA IS NO STRANGER TO SUPPORTING GREAT CAUSES AND THIS TIME IS NO DIFFERENT SHE CRUSHED THIS 5K ALL IN THE NAME OF HELPING SUPPORT THE CURE FOR CANCER AND THE PATIENTS AND FAMILIES SEARCHING FOR HOPE



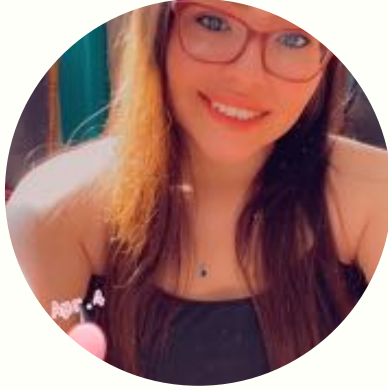
WITH ONLY 3 MONTHS INTO THE MMA WORLD CLAYTON AND HIS FAMILY ARE MAKING WAVES! THEIR HARD FOUGHT BATTLES WON THEM SILVER AND DOUBLE GOLD AT MMA BJJ SUMMER CHALLENGE TOURNAMENT. PROVING ONCE AGAIN CLAYTON WAS MADE TO CRUSH ANY CHALLENGE THROWN HIS WAY!

BRAND PARTNER SPOTLIGHTS



**COURTNEY
PHEBY**

NATIONAL
TEAM LEADER



**LEAH
RICHARD**

REGIONAL
TEAM LEADER



**TAMI
FLEURY**

TEAM LEADER

WATCH OUT CANADA IS ON THE MOVE!

LET'S GIVE A ROUND OF APPLAUSE FOR COURTNEY,
LEAH AND TAMI FOR ACHIEVING A NEW RANK! WAY TO
LEVEL UP. WE LOOK FORWARD TO WATCHING YOUR
BUSINESSES GROW AND YOUR CONTINUED SUCCESS.



ADVENTURES OF FITTEAM



IN CASE YOU HAVEN'T HEARD, ONE OF OUR VERY OWN FITTEAM BRAND PARTNERS DEB RICE IS BEGINNING AN EXCITING NEW ADVENTURE IN NEW ZEALAND. DEB AND HER HUSBAND HAVE COMMITTED TO FULFILLING THEIR LIFE'S DREAM OF TRAVEL AND EXPLORATION BY RELOCATING TO NEW ZEALAND! AT FITTEAM WE ENCOURAGE EVERYONE TO LIVE LIFE TO THEIR FULLEST POTENTIAL AND DEB IS THE PERFECT EXAMPLE!



WE WANT TO WISH DEB THE BEST ON HER NEW ADVENTURES AND ENCOURAGE HER TO CONTINUE TO LIVE OUT HER PASSIONS AND EXPERIENCE LIFE TO THE FULLEST! WE CAN'T WAIT TO MEET ALL THE NEW BRAND PARTNERS YOU MAKE.

CONSISTENCY

BUSINESS BUILDING TIP BY KATIE LAVERGNE

CONSISTENCY IS KEY!

BELOW I SHARE TIPS FROM MY TEAM AND I ON HOW WE
CONTINUE TO GROW.

COURTNEY'S TIP GOALS, WRITTEN DOWN. ACTION.
EVERY SINGLE DAY. CONSISTENCY IS KEY SHOW UP EVERY
DAY AND USE THE TOOLS THAT ARE PROVIDED.

KRISTY'S TIP BE EXTREMELY CONSISTENT WITH POSTING.
BE EXCITED WHEN TALKING TO PEOPLE ABOUT THE
CHALLENGE/PRODUCTS. DO MORE LIVES IN PROSPECT
GROUPS. FOLLOW UP WITH PROSPECTS ABOUT ALL THE
CURRENT PROMOS OR CHALLENGES HAPPENING AT
FITTEAM. I THINK FOR ME, WINNING THE CHALLENGE WAS
HUGE, IT MADE IT REAL FOR THE PEOPLE WHO FOLLOW ME!

KATIE'S TIP CONSISTENCY IS HUGE! YOU HAVE TO BE
CONSISTENT ALWAYS, AND GROW YOUR PROSPECT GROUPS
SO THAT MORE PEOPLE WATCHING YOU!

TOP ENROLLERS

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

1. KATIE LAVERGNE
2. KRISTY MINDT
3. LISA CHARLES
4. COURTNEY PHEBY
5. TAMI FLEURY
6. VICKI TAFT
7. SURAIYA KHWAJA
8. LEAH RICHARD
9. CATERINA PORTUGUEZ
10. LUCYANN VELEZ
11. ALYSSA MAYS



12. HEIDI EMERY KOEHLER
13. TERESA HYER
14. JEREMY YAREMCHUK
15. LUCILLE MORAN
16. BARB BRUEN
17. LAURA BLAKEMAN
18. ERIN TORTORA
19. SHELLY SMEDSTAD
20. KRISTIA GRIGGS
21. PAMELA REYES
22. MARY REILLY
23. DIANE RUDEN
24. MANDY RICHMOND
25. MARGARET MALBURG

MESSAGE FROM OUR CEO



THE FUTURE BELONGS TO THOSE THAT BELIEVE IN THE BEAUTY OF THEIR DREAMS. ALWAYS HAS, ALWAYS WILL.

WE'VE BEEN WORKING HARD TO BRING SOME NEW TECHNOLOGY/TOOLS TO HELP YOU BUILD YOUR FITTEAM BUSINESS

PUT THE BLINDERS ON, STAY FOCUSED ON YOUR GOALS AND DREAMS. THE WORK YOU ARE DOING NOW AND THE MONTHS CLOSING OUT THIS YEAR ARE SETTING UP YOUR 2023.

BE GREAT!

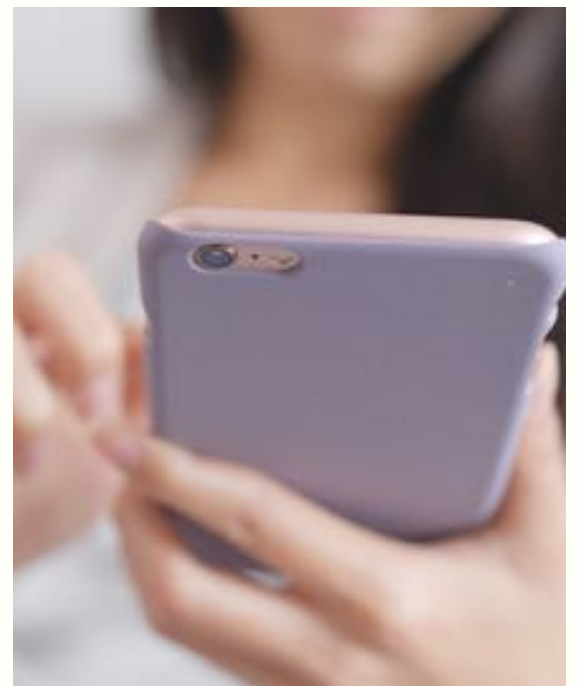
-CHRISTOPHER HUMMEL

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

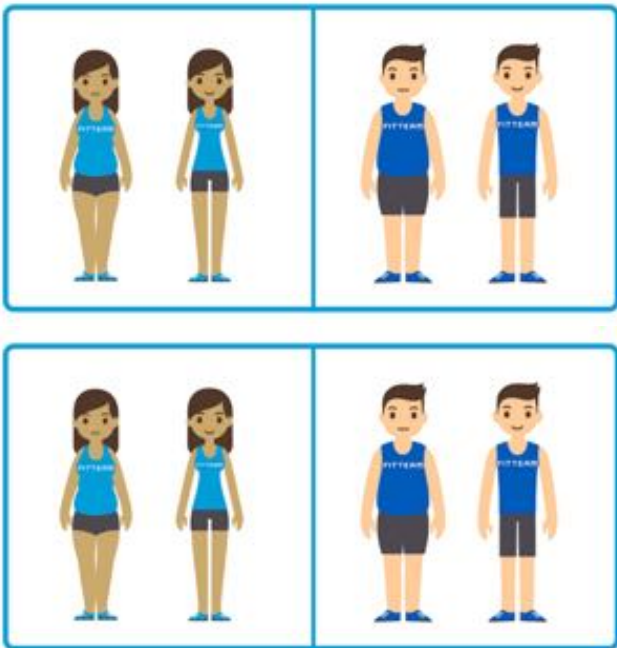
JOIN THE ELITE TODAY

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.

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 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.

FITTEAM FOREVER

THE FITTEAM GLOBAL OFFICIAL NEWSLETTER