

# FITTEAM FOREVER

THE FITTEAM GLOBAL OFFICIAL NEWSLETTER



## FALL GOALS

### FITTEAM HEADQUARTERS

FALL IS HERE WHICH ALSO MEANS THE HOLIDAY SEASON AND THE END OF THE YEAR IS RIGHT AROUND THE CORNER, SO IF YOU HAVEN'T ALREADY NOW IS THE PERFECT TIME TO SET SOME END OF THE YEAR GOALS.

TAKING THE INIATIVE TO SET SOME POWERFUL GOALS TO REACH BEFORE YEAR END WILL HELP US STAY FOCUSED THROUGH THE BUSY SEASON AHEAD. WITH A LITTLE MORE THAN TWO MONTHS LEFT IN THE YEAR WE HAVE MORE THAN ENOUGH TIME TO END THE YEAR STRONG AND SET OURSELVES UP FOR SUCCESS GOING INTO 2023.

HERE AT CORPORATE WE HAVE SET AGGRESSIVE END OF THE YEAR GOALS THAT WILL HOPEFULLY BRING NEW EXCITING CHANGES THAT WILL HELP BUSINESSES GROW AT FASTER RATES THAN EVER BEFORE.

WE LOOK FORWARD TO ALL THE NEW BEGINNINGS AHEAD!

### IN THIS EDITION

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**BRAND PARTNER  
ANNOUNCEMENTS**

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**EVENT NEWS & UPDATES**

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**FITTEAM FAMILY  
RECOGNITION**

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**MESSAGE FROM CEO**

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**BUSINESS BUILDING &  
TRAINING TIPS**



## **FITTEAM DREAM BIGGER EVENT**

WE ARE OFFICALLY UNDER THE TWO MONTH MARK UNTIL OUR DREAM BIGGER EVENT AND EXCITEMENT IS RUNNING HIGH!

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.

# FITTEAM PROMO

THIS INCREDIBLE PROMO BONUS PROMO WILL END AT MIDNIGHT ON NOVEMBER 15TH, 2022. BE SURE TO TAKE ADVANTAGE OF THIS AMAZING PROMO WHILE YOU STILL HAVE TIME AND EARN SOME EXTRA CASH THIS HOLIDAY SEASON.



**FITTEAM**

**POWER  
BONUS**

**10/16 - 11/15**

**NEW ENROLLMENT VOLUME!**

**500PV = \$100**

**1000PV = \$300**

**2000PV = \$1000**

\*OTHER TERMS AND CONDITIONS APPLY

# FITTEAM FALL SWAG



NEW FALL ITEMS - JUST RELEASED!

THESE NEWLY RELEASED FALL ITEMS ARE ONLY AVAILABLE FOR A LIMITED TIME AND IN LIMITED QUANTITIES!

GRAB THEM BEFORE THEY ARE GONE!

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



# FIT FALL CHALLENGE

THE ENTRY PERIOD INTO THE FIT FALL CHALLENGE HAS OFFICIALLY CLOSED! AT THIS TIME WE ARE ONLY ACCEPTING FINAL RESULT SUBMISSIONS. IF YOU ENTERED THE CHALLENGE DON'T FORGET TO FINISH STRONG AND SUBMIT YOUR FINAL RESULTS 30 DAYS FROM WHEN YOU STARTED. FINAL RESULT SUBMISSIONS WILL BE ACCEPTED UNTIL NOVEMBER 19TH.

ONCE ALL FINAL RESULT SUBMISSIONS HAVE BEEN RECEIVED WE WILL HAVE A GROUP OF INDEPENDENT JUDGES REVIEW EACH ENTRY AND SELECT THE WINNERS IN EACH CATEGORY.

**EACH GRAND PRIZE WINNER WILL TAKE HOME \$2500!**  
SECOND AND THIRD PLACE WINNERS WILL RECEIVE PRODUCT AND PRIZES.

WE WILL BE ANNOUNCING THE WINNERS TO THE CHALLENGE IN DECEMBER SO STAY TUNED TO SEE IF YOU ARE ONE OF THE GRAND PRIZE WINNERS.



# CONGRATULATIONS

FITTEAM'S DIAMOND DINNER WILL FEEL A LITTLE EXTRA SPECIAL THIS DECEMBER BECAUSE WE WILL HAVE TWO NEW FACES JOINING US AS HONORARY GUESTS! CONGRATULATIONS TO OUR PROMO WINNERS:



**KRISTY MINDT**



**SURAIYA YAQUBIE**

# SMALL GOALS

BUSINESS BUILDING TIP BY KELLY STEWART

THE BIGGEST TIP I WOULD GIVE IS TO SET SMALL GOALS.

LOOK AT THE DAY TO DAY THAT WILL GET YOU TO THE BIG PICTURE. SOMETIMES IT'S OVERWHELMING IF YOU DON'T HAVE THOSE LITTLE GOALS TO CELEBRATE! IT COULD BE FREE PRODUCT, LOSING 10LBS, OR JUST ADDING A FEW CUSTOMERS OR BRAND PARTNERS. THOSE LITTLE GOALS ADD UP VERY QUICKLY.

IN A BUSINESS WHERE YOU NEED TO BE SELF DRIVEN, IT IS EASY TO LET LIFE GET IN THE WAY. IT'S THESE SMALL GOALS AND BASICS THAT WILL ALWAYS GET YOU BACK ON TRACK!



# TOP ENROLLERS

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

1. KATIE LAVERGNE
2. LUIS DE JESUS
3. IVAN BLANCO
4. KRISTY MINDT
5. MARY REILLY
6. VICKI TAFT
7. ERIN TORTORA
8. LUCYANN VELEZ
9. KEY OUTLOOK LLC
10. DEBBY GASPERONI
11. MICHELE MCGOVERN



12. SURAIYA KHWAJA
13. ALYSSA MAYS
14. KRISTIA GRIGGS
15. TERESA HYER
16. NICOLE SEARLE
17. LISA CHARLES
18. MELISSA NOTARSTEFANO
19. PAULA TURK
20. LUCILLE MORAN
21. PAULA BIRD
22. LAURA BLAKEMAN
23. FALYN SHILTS
24. MAKINNA COPPING
25. BRENDA DIES



# MESSAGE FROM OUR CEO



2023 STARTS NOW! WE HAVE OFTEN SAID THE WORK YOU'LL DO WILL TAKE AT LEAST 90 DAYS TO SHOW SOME OF THE RESULTS.

START THINKING & DREAMING ABOUT WHAT YOU WANT NEXT YEAR TO LOOK LIKE.

SET SOME GOALS & LET YOUR ACTION MATCH THOSE GOALS.

MAKE THIS LAST QUARTER OF 2022 THE BEST ONE OF THE YEAR AND YOU'LL SET YOURSELF FOR A BETTER 2023.

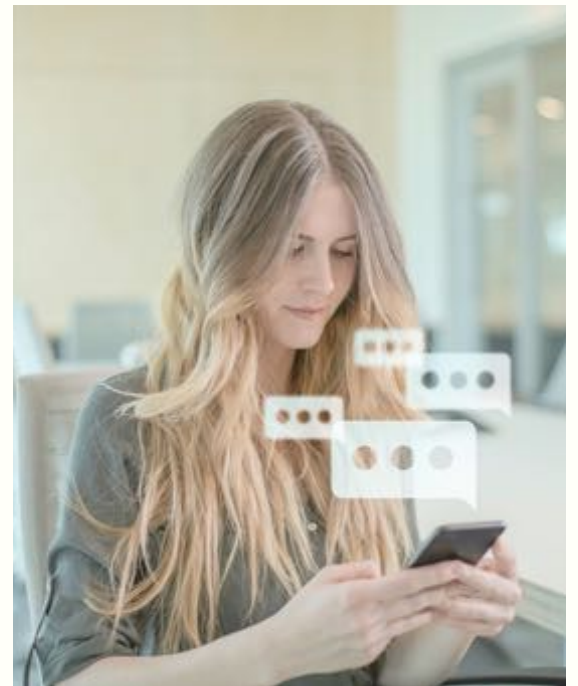
-CHRISTOPHER HUMMEL

## 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

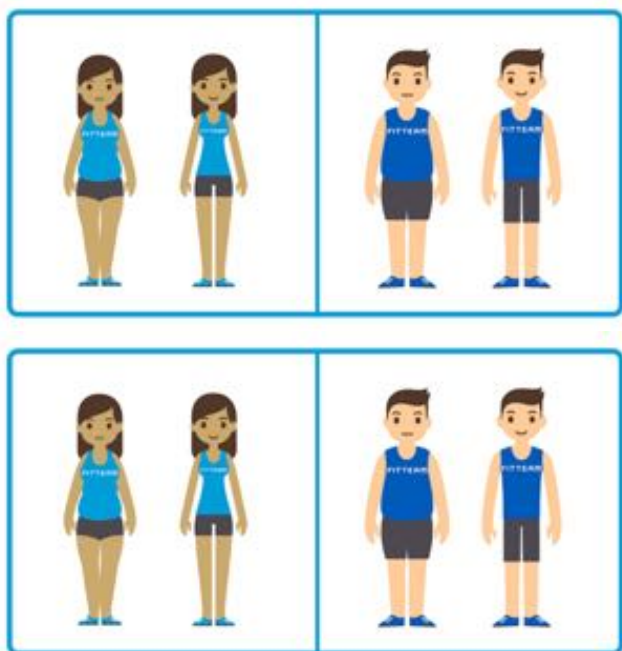
JOIN THE ELITE TODAY

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

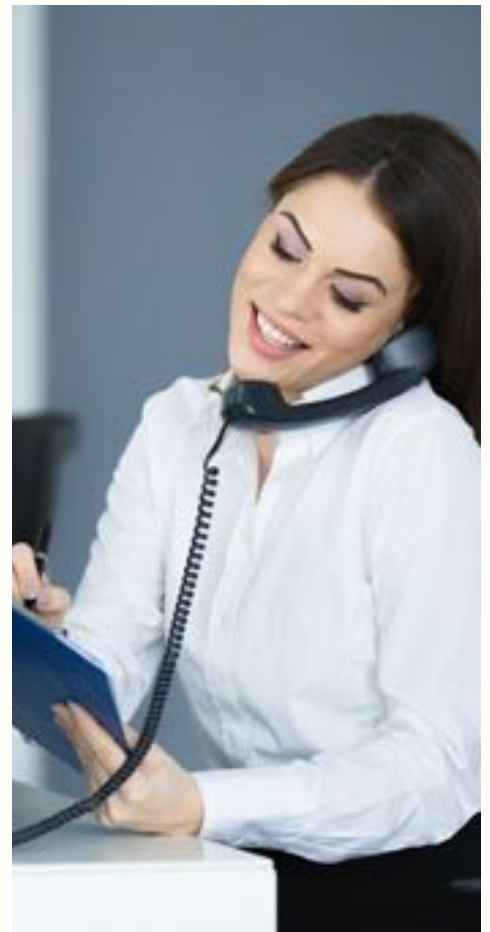
REPLACEMENTS – IF YOU ARE REQUESTING A REPLACEMENT OF A PRODUCT, THERE MUST BE A CORRESPONDING INVOICE AND THAT INVOICE CAN NOT BE MORE THAN 60 DAYS FROM THE DATE OF YOUR REQUEST.

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](mailto: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](mailto:FITCOMMUNICATIONS@FITTEAMGLOBAL.COM). ANOTHER WAY TO HELP AVOID EMAIL GOING TO SPAM OR JUNK IS TO ADD [FITCOMMUNICATIONS@FITTEAMGLOBAL.COM](mailto: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.

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