

FITTEAM FOREVER

THE FITTEAM GLOBAL OFFICIAL NEWSLETTER



MOMENTUM

FITTEAM HEADQUARTERS

NOVEMBER IS FLYING BY, CAN YOU BELIEVE WE ARE JUST A FEW SHORT WEEKS AWAY FROM 2023!

HOW YOU FINISH 2022 WILL SET THE TONE FOR HOW YOU BEGIN 2023 SO IT IS IMPERATIVE TO FINISH THE YEAR STRONG!

WE ENCOURAGE YOU TO SET AT LEAST 3 SMALLS GOALS FOR DECEMBER, THESE GOALS WILL CREATE MOMENTUM IN YOUR BUSINESS THAT WILL HELP YOU STAY FOCUSED DURING THE HOLIDAY SEASON WHILE SETTING YOU UP FOR SUCCESS IN 2023!

IN THIS EDITION

**BRAND PARTNER
ANNOUNCEMENTS**

EVENT NEWS & UPDATES

**FITTEAM FAMILY
RECOGNITION**

MESSAGE FROM CEO

**BUSINESS BUILDING &
TRAINING TIPS**

FITTEAM DREAM BIGGER EVENT

WE ARE JUST DAYS AWAY! ARE YOU READY? HERE IS A SNEAK PEAK AT THE FINAL ITINERARY!

FITTEAM
DREAM BIGGER

Embassy Suites by Hilton Deerfield Beach Resort & Spa
950 S Ocean Dr, Deerfield Beach, FL 33441
(954) 426-0478

Thursday, December 1st

6:30pm - 8:30pm	Diamond Dinner	Meet in Lobby
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Friday, December 2nd

5:00pm - 7:00pm	Event Check-In	BT's Pool Patio
7:00pm - 9:00pm	Meet & Greet (Special Meet Theme)	BT's Pool Patio

Saturday, December 3rd

7:00am - 8:00am	Beach Yoga	Beach
10:00am - 11:30am	Leadership Session 1 (White & Blue Theme)	Grand Ballroom
11:30am - 1:00pm	Lunch Break (Not provided)	
1:00pm - 4:00pm	Leadership Session 2 (White & Blue Theme)	Grand Ballroom

Airport: Fort Lauderdale Airport (FLL) 20 Miles / 35 Mins to Hotel



STILL NEED YOUR DREAM
BIGGER EVENT SHIRT?
VISIT FITTEAMSWAG.COM
RIGHT NOW!



BRAND PARTNER SPOTLIGHT

THIS MONTH WE WANT TO RECOGNIZE CARLOS RÍOS! ORIGINALLY FROM PUERTO RICO, CARLOS RÍOS IS A PROFESSIONAL NETWORKER WHO NOW LIVES IN ORLANDO, FLORIDA. HE IS A PASSIONATE LEADER WHO ENJOYS WORKING WITH TEAMS AND RECRUITING ONLINE. CARLOS HAS ALREADY BROUGHT TO FITTEAM ONE OF THE FASTEST-GROWING TEAMS.

WE WERE HONORED TO TREAT CARLOS AND HIS WIFE FOR HIS NATIONAL TEAM LEADER DINNER AT THEIR FAVORITE RESTAURANT IN ORLANDO, FLORIDA! WE LOOK FORWARD TO CARLOS'S CONTINUED SUCCESS!



BUSINESS BUILDING TIP

BUSINESS BUILDING TIP BY KRISTY MINDT

MY 6 TIPS TO HELP YOU GROW YOUR BUSINESS!!

#1 BE SUPER CONSISTENT

- BE POSTING EVERYDAY ON BOTH PERSONAL & GROUP PAGES ALONG WITH ALL OTHER SOCIAL MEDIA PLATFORMS
- FOLLOW UP WITH PAST PROSPECTS EVERY SINGLE DAY
- TALK WITH @ LEAST 1 NEW PERSON ABOUT FITTEAM EVERYDAY

#2 PRESENT OUR OPPORTUNITY

- PEOPLE DON'T KNOW WHAT THEY DON'T KNOW, SO IF WE DON'T TELL THEM ABOUT OUR AMAZING OPPORTUNITY HOW CAN THEY JOIN US?!
- EVERYONE WE TALK TO SHOULD HAVE THE CHOICE TO JOIN US AS BRAND PARTNERS OR CUSTOMERS

#3 STAY PLUGGED IN

- GET ON ALL OF OUR CALLS, ZOOMS, AND TRAININGS. THIS INCLUDES IN PERSON EVENTS AS WELL!
- THERE IS A REASON WE DO THESE CALLS/MEETINGS. IT KEEPS US CONNECTED AND CLOSE TO THE FIRE!!

#4 FACE YOUR FEARS

- GET COMFORTABLE IN THE UNCOMFORTABLE.
- DO THE THINGS THAT SCARE YOU! THIS IS WHERE GROWTH HAPPENS. IT WORKS, I PROMISE!

#5 DO LIVES & VIDEOS

- THIS WILL GET YOU IN FRONT OF MORE PEOPLE AND GROW YOUR AUDIENCE.
- PEOPLE ARE ABLE TO HEAR YOUR EXCITEMENT THROUGH YOUR VOICE AND YOU BECOME REAL TO THEM.
- LIVES CREATE INTERACTION AND YOU WILL BE MORE RELATABLE.

#6 HAVE FUN!!

- PEOPLE WANT TO JOIN FUN!!

TOP ENROLLERS

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

1. KATIE LAVERGNE
2. KRISTY MINDT
3. PATRICIA DE JESUS
4. CARLOS COLOMBANI
5. KRISTIN ISAACS
6. TERESA HYER
7. CATERINA PORTUGUEZ
8. ANTHONY YORK
9. SURAIYA KHWAJA
10. FRANSISCA MARTINEZ
11. LUCILLE MORAN



12. SANDY & JERE HILL
13. ALYSSA MAYS
14. COURTNEY PHEBY
15. PAULA TURK
16. ASHLI SCHICKLEY
17. SHELLY SMEDSTAD
18. LISA PALM
19. LEIGH-ANN CARNEY
20. SAMANTHA URLACHER
21. DIANE RUDEN
22. CATHY BRANNON
23. STEPHANIE BRINDLEY
24. LEAH RICHARD
25. SALLY NEALE

MESSAGE FROM OUR CEO



ON AVERAGE, PEOPLE GAIN 8 LBS BETWEEN NOW AND THE END OF THE YEAR. STAY FOCUSED ON YOUR HEALTH WHILE HELPING OTHERS WITH THEIRS THESE NEXT 6 WEEKS.

AS ALWAYS, WE ARE THANKFUL FOR ALL OF OUR BRAND PARTNERS AND CUSTOMERS THAT MAKE OUR FITTEAM FAMILY THE BEST!

-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

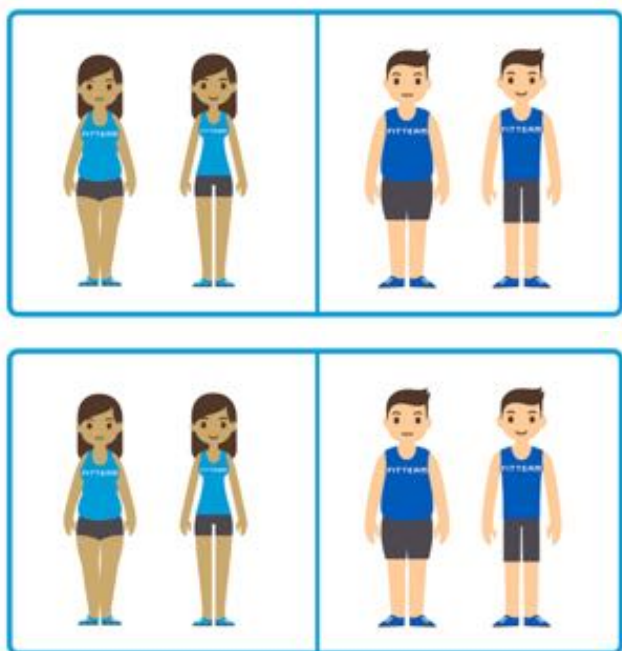
JOIN THE ELITE TODAY

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

AUTOMATED - DO NOT REPLY EMAILS: FROM TIME TO TIME OUR SYSTEM WILL SEND AUTOMATED EMAIL MESSAGES REGARDING ACCOUNT INFORMATION, THESE EMAILS ARE SENT FROM A DO NOT REPLY EMAIL ADDRESS. PLEASE DO NOT RESPOND TO THESE EMAIL COMMUNICATIONS. FITTEAM CUSTOMER SERVICE WILL NOT RECEIVE YOUR RESPONSE.

ADDRESS FORWARDING: IF YOU RECENTLY MOVED OR HAVE CHANGED YOUR MAILING ADDRESS PLEASE BE SURE TO UPDATE YOUR MAILING ADDRESS IN YOUR FITTEAM BACK OFFICE. IF A FITTEAM DELIVERY IS FORWARDED USING AN ADDRESS FORWARDING YOU HAVE SET UP YOU MAY INCUR ADDITIONAL SHIPPING CHARGES. PLEASE NOTE THESE CHARGES ARE NOT ISSUED BY FITTEAM AND YOU WILL NEED TO CONTACT YOUR MAILING SERVICE TO ADDRESS ANY CHARGES

NEW ISSUE, OPEN A NEW TICKET: FOR THE FASTEST RESOLUTION POSSIBLE PLEASE BE SURE TO OPEN A NEW TICKET FOR EVERY NEW ISSUE. THERE WILL BE A DELAY IF YOU TRY TO REOPEN A PREVIOUS TICKET WITH A NEW ISSUE.



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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