

FITTEAM FOREVER

THE FITTEAM GLOBAL OFFICIAL NEWSLETTER



MINDSET

FITTEAM HEADQUARTERS

AS WE SETTLE INTO 2023, WE WANT TO TAKE EVERYTHING WE HAVE LEARNED FROM THE PAST YEAR AND FOCUS ON WHAT'S AHEAD. MAKING POSITIVE ADJUSTMENTS TO OUR HABITS AND BEHAVIORS TO SET OURSELVES UP FOR SUCCESS.

DITCH ANY HEAVY WEIGHT HOLDING YOU BACK AND MOVE FORWARD FEELING LIGHTER AND INSPIRED, TAKE THIS NEW YEAR AS THE TIME TO RESET YOUR MINDSET TO WHAT MATTERS MOST.

2023 IS GUARANTEED TO BE A HUGE YEAR FOR ALL OF US AT THE FITTEAM FAMILY AS WE ROLL OUT CHANGES THAT WILL RESHAPE THE WAY WE ALL DO BUSINESS! WE CAN'T BELIEVE THE TIME IS ALMOST FINALLY HERE TO SHARE EVERYTHING WE HAVE WORKED SO HARD ON THESE PAST YEARS! WE LOOK FORWARD TO AN EPIC 2023 WITH ALL OF YOU!

IN THIS EDITION

BRAND PARTNER ANNOUNCEMENTS

EVENT NEWS & UPDATES

FITTEAM FAMILY RECOGNITION

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BUSINESS BUILDING & TRAINING TIPS

FITTEAM BAHAMAS PROMOTION



FITTEAM IS EXCITED TO ANNOUNCE ONE OF OUR BEST PROMOTIONS WE HAVE EVER OFFERED TO KICK OFF 2023 THE RIGHT WAY, A TRIP TO THE BAHAMAS! THAT'S RIGHT THIS IS YOUR CHANCE TO EARN A 3 DAY, 2 NIGHT TRIP* TO THE ENCHANTING BAHAMAS ISLANDS!

THE BEST PART IS THERE ARE 2 WAYS TO ACHIEVE:

1. 2000 NEW PERSONAL ENROLLMENT VOLUME IN THE MONTH OF JANUARY, FEBRUARY OR MARCH.
2. ENROLL A NEW BP THAT ACHIEVES TEAM LEADER BEFORE MARCH 31ST.**

*3 DAY, 2 NIGHT AIRFARE & HOTEL INCLUDED.

**3 DAY 2 NIGHT AIRFARE & HOTEL INCLUDED FOR ENROLLER & NEW TEAM LEADER.

***OTHER TERMS AND CONDITIONS APPLY.

FITTEAM ALL-IN ONLINE EVENT RECAP



WOW - THE FITTEAM ALL-IN ONLINE EVENT WAS NOTHING SHORT OF IMPRESSIVE AND IMPACTFUL. WHO KNEW AN ONLINE EVENT COULD FEEL SO PERSONAL.

NOT ONLY DID WE HEAR FROM AMAZING GUEST SPEAKERS THAT SHARED INSPIRATION AND VISION FOR 2023, WE ALSO GOT DOWN TO THE NITTY GRITTY IN OUR BREAKOUT SESSIONS! OUR FABULOUS FITTEAM DIAMONDS LED US IN TRAININGS AND DISCUSSION THAT PROVIDED ACTIONABLE ITEMS TO USE IN DAY-TO-DAY BUSINESS PRACTICES!

THE 2023 MINDSET FOR SUCCESS IS STRONG! WE CAN'T WAIT TO SEE HOW EVERYONE FLOURISHES IN THE YEAR TO COME. IF YOU ARE LOOKING TO CONTINUE YOUR FITTEAM BUSINESS TRAINING JOIN US AT ONE OF THE UPCOMING BREAKTHROUGH SESSIONS IN THE UPCOMING MONTHS. YOU'LL FIND MORE ABOUT THESE EVENTS BELOW!

YOU'RE INVITED



JOIN US FOR AN "IN-PERSON" EVENT(S) THAT WILL CHANGE THE WAY YOU THINK ABOUT YOUR BUSINESS. PREPARE TO GET EXCITED, MOTIVATED, AND PREPARED FOR INCREDIBLE SUCCESS. CELEBRATE YOUR INDIVIDUAL AND GROUP SUCCESS IN AN EXCITING AND MEMORABLE WAY. GAIN KNOWLEDGE AND TECHNIQUES THAT YOU WILL BE ABLE TO APPLY IMMEDIATELY TO TAKE YOUR BUSINESS TO THE NEXT LEVEL.

THIS TICKET ALLOWS ACCESS TO ALL FOUR BREAKTHROUGH EVENTS! IT IS NON-REFUNDABLE AND NON-TRANSFERABLE TO ANY OTHER INDIVIDUAL OR ANY FUTURE FITTEAM EVENTS. TICKETS ARE AVAILABLE RIGHT NOW THROUGH YOUR FITTEAM EVO BACK OFFICE!

APRIL EVENTS

FRIDAY

14

DALLAS, TEXAS

SATURDAY

15

DALLAS, TEXAS

FRIDAY

21

LONG ISLAND, NEW YORK

SATURDAY

22

LONG ISLAND, NEW YORK

MAY EVENTS

FRIDAY

5

DETROIT, MICHIGAN

SATURDAY

6

DETROIT, MICHIGAN

JUNE EVENTS

FRIDAY

2

FARGO, NORTH DAKOTA

SATURDAY

3

FARGO, NORTH DAKOTA

ANNOUNCING NEW IMMUNE PACKAGING SAME INCREDIBLE PRODUCT



WE RECENTLY INCREASED THE CONTAINER SIZE FOR FITTEAM IMMUNE! WE MADE THIS SHIFT IN CONTAINER SIZE FOR THE INTEGRITY OF OUR AMAZING IMMUNE PRODUCT.

THE PREVIOUS SMALLER CONTAINER MADE THE TASTE OF IMMUNE HARD TO TOLERATE BECAUSE THE CONCENTRATED RAW MATERIALS WERE SO INTENSE WHICH MADE IT HARD TO MASK THEIR BITTERNESS. THE NEW AND IMPROVED BIGGER CONTAINER ALLOWS FOR A MORE PALATABLE, ENJOYABLE TASTE! WE WERE EVEN ABLE TO INCREASE THE VITAMIN C WITH THE NEW PACKAGING MAKING IMMUNE BETTER THAN EVER!

BUSINESS BUILDING TIP

BUSINESS BUILDING TIP BY SANDY & JERE HILL

ONE OF THE BEST QUALITIES THAT WE CAN DEVELOP IS BECOMING A GOOD LISTENER. AS THEY SAY, WE HAVE 2 EARS AND 1 MOUTH. USE THEM IN THAT ORDER AND THAT PROPORTION. PEOPLE WILL OFTEN TELL US WHAT THEY ARE LOOKING FOR AND WHAT AREAS IN THEIR LIVES THEY WOULD LIKE TO IMPROVE... LISTEN TO WHAT THEY ARE SAYING AND HOW THEY ARE SAYING IT. MAKE SURE TO LISTEN TO UNDERSTAND, NOT LISTEN TO RESPOND. WHEN TALKING WITH PEOPLE, LET THEM DO MOST OF THE TALKING WHILE WE LISTEN AND TAKE MENTAL NOTES. WHAT THEY ARE TELLING US WILL OFTEN LEAD TO THE NEXT QUESTION THAT WE CAN ASK.

I LIKE TO USE FORM (FAMILY, OCCUPATION, RECREATION, MOTIVATION) WHEN TALKING WITH PEOPLE... PEOPLE TYPICALLY LOVE TALKING ABOUT THEMSELVES AND THEIR LIFE, SO LET THEM. ASKING THEM ABOUT THEIR FAMILY, WHAT THEY DO FOR A LIVING, WHAT THEY LIKE TO DO FOR FUN IN THEIR SPARE TIME, AND WHAT MOTIVATES THEM WILL BUILD RAPPORT WHILE SHOWING THAT YOU HAVE A GENUINE INTEREST IN THEM. IT'S HUMAN NATURE FOR PEOPLE TO WANT BETTER FOR THEMSELVES AND THEIR FAMILY. IT'S UP TO US AS BRAND PARTNERS TO HELP THEM VISUALIZE WHAT THAT LOOKS LIKE FOR THEM, AND WHAT IS POSSIBLE. WE BECOME THE BRIDGE TO HELP THEM GET FROM WHERE THEY ARE, TO WHERE THEY WANT TO GO.

TOP ENROLLERS

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

1. **KATIE LAVERGNE**
2. **LUIS VIZCARRONDO**
3. **YESENIA LOPEZ**
4. **PAULA TURK**
5. **TERESA HYER**
6. **LISA CHARLES**
7. **VICKI TAFT**
8. **AMY & STEVE SMITH**
9. **COLLEEN BRENNAN**
10. **SHELLY SMEDSTAD**
11. **JERE & SANDY HILL**



12. **HEIDI EMERY KOEHLER**
13. **ERICA SCHOBER**
14. **BRANDEE GRABAU**
15. **BRITTANY WESTHUIZER**
16. **PAUL METZLER**
17. **JEREMY YAREMCHUK**
18. **ERIN TORTORA**
19. **RITA SORENSON**
20. **CATERIN PORTUGUEZ**
21. **DEBBY GASPERONI**
22. **LEIGH-ANN CARNEY**
23. **DIANE RUDEN**
24. **SHERRI BAUMAN**
25. **MATT & JULIE MLYNAREK**

MESSAGE FROM OUR CEO



AS WE DISCUSSED IN DECEMBER, WE HAD SOME INCREDIBLE THINGS LINED UP FOR THE NEW YEAR. WE ARE KICKING OFF 2023 WITH A BAHAMAS PROMO THAT SHOULD EXCITE EVERYONE! QUITE POSSIBLY THE BEST PROMO WE HAVE EVER HAD.

THIS IS JUST THE BEGINNING OF MANY AMAZING THINGS TO COME THIS YEAR. FOR YOU WHAT WILL MATTER MOST IS YOUR MINDSET AND HABITS. CHOOSE WISELY WHO YOU SPEND YOUR TIME WITH. DECIDE THE BEST IS YET TO COME!

-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 TO BE ADDED TO OUR FITTEAM TEXT ALERT LIST AND FOLLOW CHRISTOPHER ON SOCIAL MEDIA.

@CHRISTOPHERHUMMEL



FITTEAM ELITE

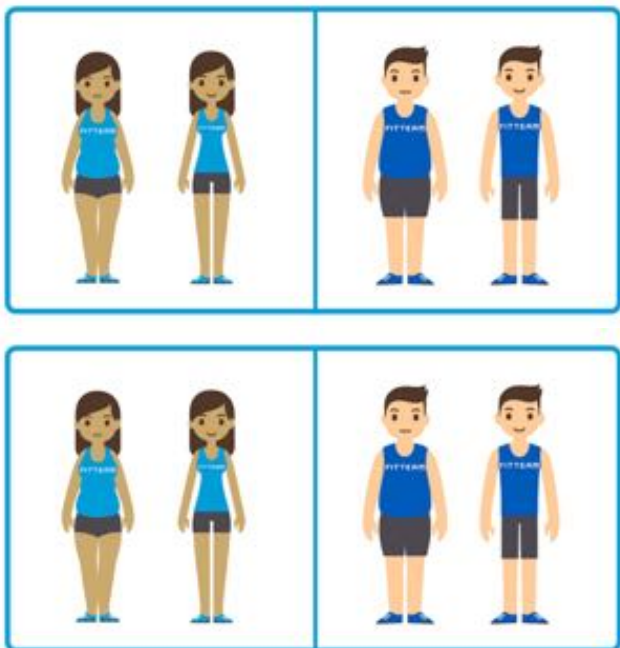
JOIN THE ELITE TODAY

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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