FITNOW
GYM FITNESS GEAR

CUSTOMER ONBOARDING PACK

EDITION 2026 / 27

WELCOME

WELCOME TO THE TEAM.

Everything you need to place your first order with FITNOW — padel equipment or custom sublimation kit — and to get the best from it once it arrives.



WHATSAPP
07943 069615

WEB
fitnow-ltd.uk

A NOTE FROM FITNOW

GREAT KIT STARTS WITH A GREAT BRIEF.

Thank you for choosing FITNOW. Whether you're ordering a single racket or kitting out an entire club, school or workforce, we want the process to be simple and the result to be something you're proud of.

This pack explains exactly how ordering works, what we'll need from you, and how to look after your products. Keep it handy — the order forms at the back can be filled in and sent straight to us.

If anything isn't clear, just ask. We'd rather answer a question early than fix a mistake later.

THE FITNOW TEAM

YOUR FITNOW CONTACT

WHATSAPP	07943 069615
PHONE	07943 069615
WEBSITE	fitnow-ltd.uk
BASED IN	Manchester, England

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TRY FIRST

Clubs can borrow a free sample set for 14 days before ordering anything.

DATE IN WRITING

Every quote carries a delivery date, and production starts once you've signed off the design.

DIRECT LINE

Talk to us directly on WhatsApp or email, from first message to delivery.

SEVEN STEPS TO KIT DAY.

Padel orders usually move quickly through steps 1–3 and 6–7. Custom sublimation kit includes the design and approval stages.

1	**GET IN TOUCH** Message us on WhatsApp, email or through the website with what you need.	YOU Tell us products, rough quantities, colours and your deadline.
2	**TRY & BRIEF** Borrow the free sample set if you like, then pick designs or send your kit brief.	YOU Use the racket finder and the order forms in this pack.
3	**YOUR QUOTE** A one-page, committee-ready quote: per-unit prices, specification and a delivery date in writing.	FITNOW Prices depend on design, materials and quantity, and everything is confirmed in writing.
4	**DESIGN & MOCK-UP** For custom kit, our designers create a digital mock-up using your artwork.	FITNOW Front and back views showing crests, sponsors, names and numbers.
5	**APPROVE & CONFIRM** Ask for any changes, then approve the final design and sizes.	YOU Double-check spellings, numbers and the size breakdown before sign-off.
6	**PRODUCTION** Your order is made to your approved design and specification.	FITNOW We keep you updated if anything changes.
7	**DELIVERY & AFTERCARE** Packed and sent to you, ready to wear and play.	YOU Check your order on arrival and follow the care guide to keep it looking new.

FIND YOUR RACKET.

Find your level on the left and your playing style across the top. The highlighted square is a good starting point — then choose any of our three designs (Shadow, Blaze or Volt) in the colourway you love.

	DEFENSIVE & CONSISTENT	MIX OF BOTH	ATTACKING & POWERFUL
NEW TO PADEL Learning the game	 **ROUND** Fibreglass · 335–350 g	 **ROUND** 3K carbon · 340–355 g	 **TEARDROP** 3K carbon · 345–355 g
REGULAR PLAYER Playing most weeks	 **ROUND** 12K or blend · 345–360 g	 **TEARDROP** 12K carbon · 350–365 g	 **DIAMOND** 12K–18K · 355–365 g
COMPETITIVE Leagues & tournaments	 **TEARDROP** 18K carbon · 355–365 g	 **TEARDROP** 18K–24K · 360–370 g	 **DIAMOND** 24K carbon · 360–375 g

Want extra comfort for your arm? Go a little lighter and softer (fibreglass or 3K). Every player is different — we're happy to advise.



SHADOW

Stealth carbon weave

CRIMSON · VOLT · ICE · GOLD



BLAZE

Gradient fade & shards

INFERNO · OCEAN · VENOM · NEBULA



VOLT

White face, FITNOW swoosh

VOLT · COURT BLUE · CRIMSON · ONYX

MY RACKET CHOICE

DESIGN

☐ Shadow ☐ Blaze ☐ Volt

SHAPE

☐ Teardrop ☐ Diamond ☐ Round

MATERIAL

☐ Fibreglass ☐ Full carbon ☐ Blend

COLOURWAY

_____

CARBON GRADE

☐ 3K ☐ 12K ☐ 18K ☐ 24K

PREFERRED WEIGHT (G)

_____

WHAT WE NEED FROM YOU.

The more we know up front, the faster we can design your mock-up — and the fewer changes you'll need. Tick these off before you send your brief.

01

LOGO OR CREST

Your badge, sponsor logos and any other artwork — ideally as vector files.

02

COLOURS

Pantone or HEX references, or a clear photo of your current kit.

03

GARMENTS

Which items you need: shirts, shorts, training tops, hoodies, workwear...

04

DESIGN STYLE

Pick a style from the catalogue, share a reference, or send your own design.

05

NAMES & NUMBERS

A list of player names and numbers, checked for spelling.

06

SIZES, QUANTITIES & DATE

Your size breakdown, total quantity and the date you need it.

ARTWORK DO'S

- ✓ Send vector files where you can (AI, EPS, PDF or SVG)
- ✓ Otherwise send the highest-resolution PNG you have
- ✓ Include every logo you want printed, plus where it goes
- ✓ Give exact colour codes for brand colours
- ✓ Proofread names and numbers before you send them

AI · EPS · PDF · SVG · High-res PNG

AVOID

- ✗ Screenshots or logos copied from social media
- ✗ Small, blurry or heavily compressed images
- ✗ Artwork you don't have the rights to use
- ✗ Changing sizes or names after you've approved
- ✗ Leaving the deadline until the last minute

Only have a low-quality logo? Send it anyway — we'll tell you if it needs redrawing.

ORDER FORM

SUBLIMATION KIT

FILL IN & SEND TO US

CLUB / SCHOOL / BUSINESS

CONTACT NAME

PHONE / EMAIL

GARMENTS

☐ Shirts ☐ Shorts ☐ Training tops
☐ Hoodies ☐ Workwear ☐ Other

DESIGN STYLE

NEEDED BY (DATE)

REORDER? PREVIOUS ORDER / DESIGN REF

COLOURS

MAIN	SECOND	ACCENT	EXTRA

SIZE BREAKDOWN

GARMENT	5-6	7-8	9-10	11-12	13-14	XS	S	M	L	XL	2XL	3XL	TOTAL

Kids' sizes by age; adult sizes XS–3XL. Need other sizes or a size guide? Just ask.

NAMES & NUMBERS

#	NAME ON SHIRT	NO.	SIZE	#	NAME ON SHIRT	NO.	SIZE
1				11			
2				12			
3				13			
4				14			
5				15			
6				16			
7				17			
8				18			
9				19			
10				20			

NOTES (SPONSOR PLACEMENT, EXTRA LOGOS, DELIVERY ADDRESS…)

ORDER FORM

PADEL EQUIPMENT

FILL IN & SEND TO US

NAME / ORGANISATION

PHONE / EMAIL

ORDER TYPE

- ☐ Individual ☐ Club / school
- ☐ Wholesale
- ☐ Sale-or-return (first rackets)

RACKETS

DESIGN	COLOURWAY	SHAPE	MATERIAL / GRADE	WEIGHT (G)	QTY

Designs: Shadow · Blaze · Volt | Shapes: Teardrop · Diamond · Round | Materials: Fibreglass · Full carbon · Blend | Grades: 3K–24K | Weight: approx. 335–375 g

BAGS & ACCESSORIES

PRODUCT	COLOUR	NOTES	QTY
Padel bag			
Headbands			
Wristbands			
Grips			
Padel balls			

DELIVERY ADDRESS

NEEDED BY (DATE)

ANYTHING ELSE?

On your phone? Scan to send this order from our website instead.

QUICK TIP Snap a photo of this page and send it on WhatsApp — it's the fastest way to get your quote.

WHOLESALE, CLUBS & SCHOOLS

THE CLUB PACK.

From pro shops and padel clubs to academies, schools and businesses, we work with buyers who need more than one of everything — and who need it to look right.



TRY IT FIRST — 01

Borrow a free sample set for 14 days: two demo rackets and a playing shirt in every size.

KIT FIRST — 02

Start with custom club kit and no racket commitment. Delivery date in writing on the quote.

SALE-OR-RETURN RACKETS — 03

Up to 4 rackets for 60 days. Pay only for the ones that sell.

CLUB PRICE LIST — 04

One page of per-unit prices for every item, plus a quote you can take to your committee.

TOP-UPS & REORDERS — 05

Late joiners and next season's kit are ordered from your approved design.

FOUNDING CLUB — 06

The first 10 clubs get their kit photographed and first say on new colourways.

THE CLUB PACK: TRY · KIT · STOCK

STEP 1 · TRY

BORROW THE SAMPLE SET

Demo rackets and a shirt size set, free for 14 days.

STEP 2 · KIT

SEND YOUR KIT BRIEF

Get a mock-up and a one-page quote with a delivery date in writing.

STEP 3 · APPROVE

SIGN IT OFF

Check sizes and spellings, approve, and we produce.

STEP 4 · STOCK

ADD RACKETS

Up to 4 on 60-day sale-or-return. Pay for what sells.

WHOLESALE ACCOUNT REQUEST

BUSINESS / CLUB NAME

CONTACT NAME

PHONE / EMAIL

TYPE

- ☐ Pro shop
- ☐ Club
- ☐ School
- ☐ Business

INTERESTED IN

- ☐ Sample set
- ☐ Club kit
- ☐ Sale-or-return rackets
- ☐ Accessories
- ☐ Price list

TYPICAL ORDER SIZE

LOOK AFTER IT. IT'LL LOOK AFTER YOU.



SUBLIMATED CLOTHING

01 Wash inside out at 30–40°C with similar colours

02 Use a mild detergent — no bleach

03 Skip fabric softener; it can reduce breathability

04 Line dry or tumble dry on low heat

05 Don't iron directly on the print or dry clean

30–40° wash | No bleach | Low tumble | No dry clean



PADEL RACKETS

01 Store in a cover or your padel bag

02 Avoid extreme heat and cold — never leave it in a hot car

03 Fit frame protector tape to guard against scuffs

04 Replace your overgrip regularly for a secure hold

05 Avoid striking the floor, walls or fence



PADEL BAGS

01 Wipe clean with a damp cloth

02 Air the bag out after playing

03 Don't leave damp kit or shoes inside



ACCESSORIES

01 Wash headbands & wristbands with similar colours

02 Change grips when they feel smooth or worn

03 Store balls at room temperature, away from heat

FAQS

QUICK ANSWERS.

Do you sell to individuals and wholesale buyers?

Yes — from a single racket to full club, school and shop orders.

Can I choose my racket colour?

Each design comes in a range of colours. Tell us the design and colourway you like.

Which racket shape should I choose?

Round for control, teardrop for all-round play, diamond for power. See the racket finder.

Can we try before we buy?

Yes. Borrow a free sample set for 14 days: demo rackets and a shirt in every size.

What if the rackets don't sell?

Your first rackets can be on sale-or-return (up to 4, 60 days). Pay only for what sells.

Can you match our colours?

Yes — send Pantone or HEX codes, or a photo of your current kit.

Will I see my kit before it's made?

Yes. You'll receive a digital mock-up to approve first.

Can I change something after approving?

Ask straight away. Once production starts, changes may not be possible.

How long will my order take?

Lead times depend on the product and quantity and are confirmed on your quote.

Where are the prices?

On our one-page club price list, so they stay current. Ask and we'll send it.

YOUR NEXT STEPS

- [ ] Choose your products (catalogue + racket finder)
- [ ] Fill in the order form(s) in this pack
- [ ] Gather your logo files and colour codes
- [ ] Send everything to us — WhatsApp is quickest

SEND IT TO

WHATSAPP 07943 069615

SCAN TO WHATSAPP US

THANK YOU

SEE YOU ON COURT.

Padel equipment and custom sublimation sportswear — for players, teams, schools and businesses.

WHATSAPP	07943 069615
PHONE	07943 069615
WEBSITE	fitnow-ltd.uk

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