



Frequently Asked Questions

Question: When I look at the packages EYECON Tours offer, they all say “From” and list a price. How do I know what the actual price will be for the package and Add-Ons I am needing for my property?

Answer: Each package is based on the square footage of the property we are photographing. Larger properties with more square footage take longer, hence they are more expensive. As you go through the “Book Now” process, you are presented with all of our prices. Feel free to “look around” each of the packages and add-on services, make your selections and see what your pricing will be without needing to purchase or make a commitment.

Question: I am placing my order and have selected the “Book Now” on the package I want. On the next screen it shows “2 hours”. How can I select the exact time I want for the photography of the property to take place?

Answer: If you continue to the next screen which is the “Schedule your service” screen, you will be presented with a calendar and you can pick the best time for you and your seller. EYECON Tours will make every effort to try and follow your request. However, there are many factors that we must consider when photographing a property that are outside of our control.

For example, if we are shooting a property before yours and the traffic is horrendous trying to get to the opposite side of town, this may delay us. If the seller at the previous property did not stage their home or business, this may also cause a delay. And of course, depending on the size of the property and the add-ons requested, larger properties will take longer to photograph.

Once the order is received, we will call you as the Realtor® and we will discuss a more specific time based on the particular day and if there are orders ahead of yours. The 2-hour window is just an estimate.

Question: I have placed my order and paid for the services I have requested. What happens next?

Answer: Right after you place your order and pay, you will automatically receive a receipt for your purchase. We will be alerted of the order immediately. We will reach out to you, welcome you to the EYECON Tours family and discuss your property you need to be photographed. We will go over the order, add-on services, and answer any and all questions you may have.

To ensure both you and your seller are prepared for the photo shoot, we have a couple of documents we will email to you. We kindly ask that you go through your document, send the seller their document,

and review the information together. This will allow us to make the property look its best as well as get in and out of the property in the shortest amount of time.

Question: Once the property has been photographed, what happens next and what can I expect?

Answer: After the property has been photographed, we will perform the other half of our job, which often takes much longer than photographing the property. We will begin processing the photo shoot of the property. The still-shots go through multiple stages and quality checks before we are satisfied. If you ordered Matterport 360° or a Zillow 3D Home tour, the scans are uploaded and processed make them presentable.

Once all the processing is complete, we will upload your completed media of the property to an online service we like to use and notify you via email. This will have all the media from your package and add-on services all in one area to download directly to your PC. You can then upload the pictures directly to your MLS listing.

We know from the time you list a property; you will need to have pictures of the property up on the MLS. Pictures will be provided to you by the next business day. If they cannot be provided, we will let you know immediately, but this is very rare. In many cases, we should have the still-shots to you the same business day.

Question: How long will my pictures and information stay on your online service before they are deleted?

Answer: As long as the property stays in an active status, the media stays available, up to one year. Even if the media is no longer visible on the online service, we have all the information on our servers and we keep this information for several years.

For the Matterport 360° Scans, many other companies will say they only keep this tour up for 3 months and then it is automatically removed. But, what if you have not sold the property yet? This is where **EYECON** Tours differs from the crowd. We keep the Matterport tour up until the property is sold. If you do sell your property, please let us know so we can remove the tour quickly. We realize property offers fall through and go from a contingent status back to for sale all the time. We have you covered.

Question: When I upload the pictures to the MLS, where do these pictures actually go?

Answer: The MLS uses the internet Data Exchange feeds to display the pictures to major third-party real estate websites such as: Realtor.com, Homes.com, Zillow, Trulia as well as individual Realtor and Broker websites.

***Important Note – as of October of 2025, Matterport tours are no longer automatically linked to Zillow. The still shots we provide are linked everywhere without issue. But the 3D tours have changed. The parent companies for Matterport and Zillow have filed legal paperwork which prevents this. So, if you purchased the “All-In-One” package which comes with unlimited HDR pictures and a Matterport 360° Tour, the 3D tour will not show on Zillow’s website. It will everywhere else. The only way to get a 360° tour on Zillow’s website now, it to use their technology. Because of this, we are offering a Zillow 360° tour as an “Add-On” service for all of our packages if you want to ensure that no matter where a potential buyer is looking, they see a 360° tour of your property.

Question: What if I am unhappy with the pictures or the tour of the property? What can EYECON Tours do for me?

Answer: We place your satisfaction above all else. We are not a company that wants to do business with you once and move on to the next Realtor®. Just as we have on the bottom of our web page “Partnering with real estate professionals to accelerate property sales through stunning HDR photography and immersive Matterport 360° virtual tours”, we are your partner and value our business relationship with you.

After every order we complete, we send you a survey. That is our “report card” to let us know how we are doing. Please be honest with us and if there is a component where we fell short or we could improve, let us know. Give us an opportunity to correct the problem(s).

However, if we missed a room in the home, or for whatever reason, the still-shot picture got corrupted in the file transfer to the online repository and doesn’t look right, let us know immediately. We want you to be happy with your service with us and will work hard to make sure you are satisfied.

By the same token, if you are extremely satisfied, we also want to know what we are doing right too. We may ask for your permission to share your review of our company on our website.

Question: Even though EYECON Tours offers incredible pricing for the quality of the services I am receiving, do you ever offer specials or discounts?

Answer: Great question! Yes, we most certainly will run specials from time to time. These will be emailed out to current as well as potential new customers. The specials will come in the form of a “promo code” that you can use at checkout to apply discounts to the services you are ordering.

Question: Are there other ways which I, as a Realtor®, can take advantage of discounted pricing through EYECON Tours?

Answer: Absolutely! In addition to the discounts and specials we run periodically, we also have a referral program that is always active! If you refer a Realtor® to EYECON Tours and they purchase services with us, they will get a customer satisfaction survey at the end of the process. In that survey, it asks how they heard about EYECON Tours. If they mention your name, we will automatically create a promo code for you to take 20% off of your next order. There is no limit to how many people you refer and promo codes that you can build up – we keep track of it all.

Thank You,

EYECON Tours