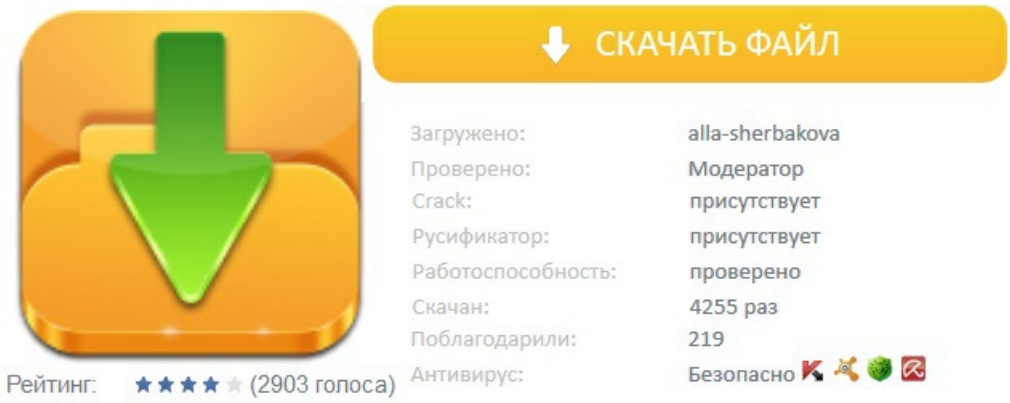гарантийное письмо бланк скачать