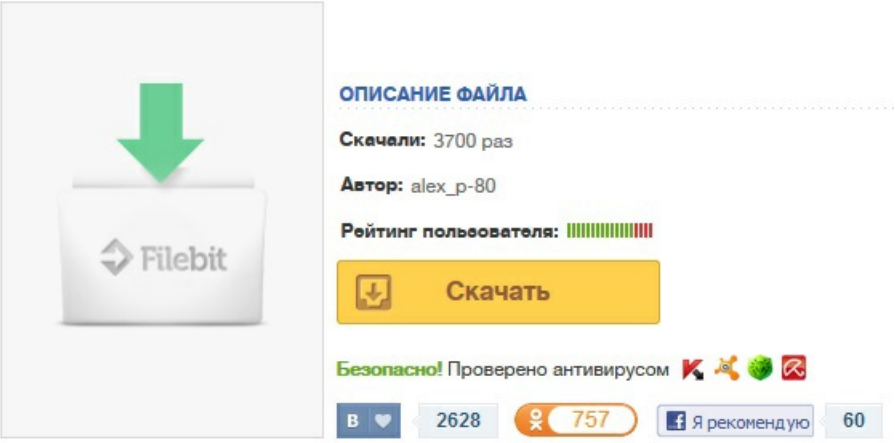письмо на официальном бланке о возврате