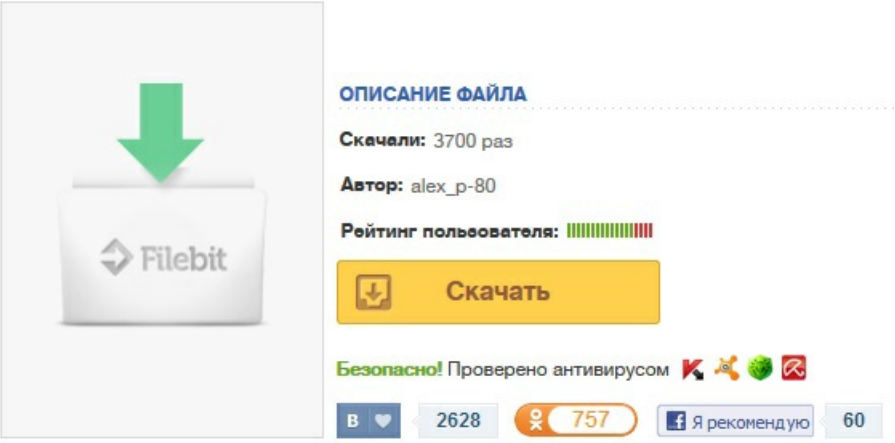бланк эйвон возврат