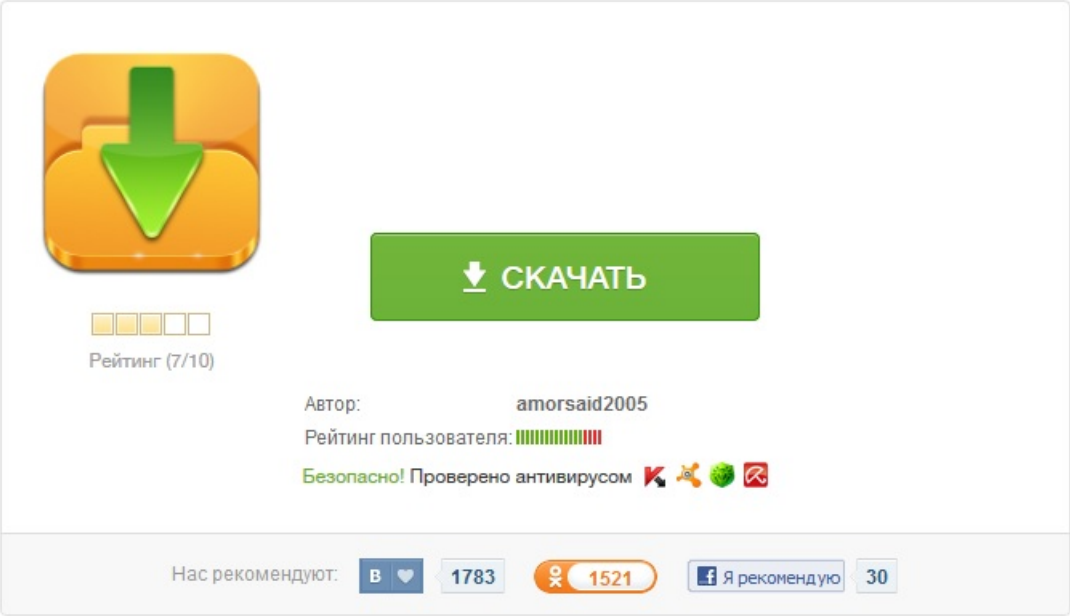бланк эйвон для возврата