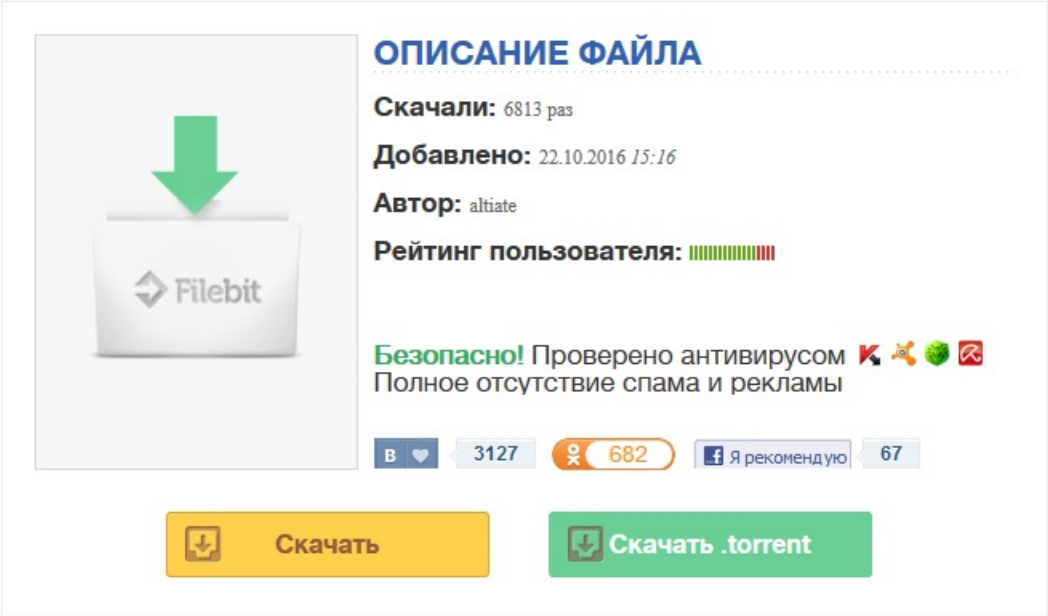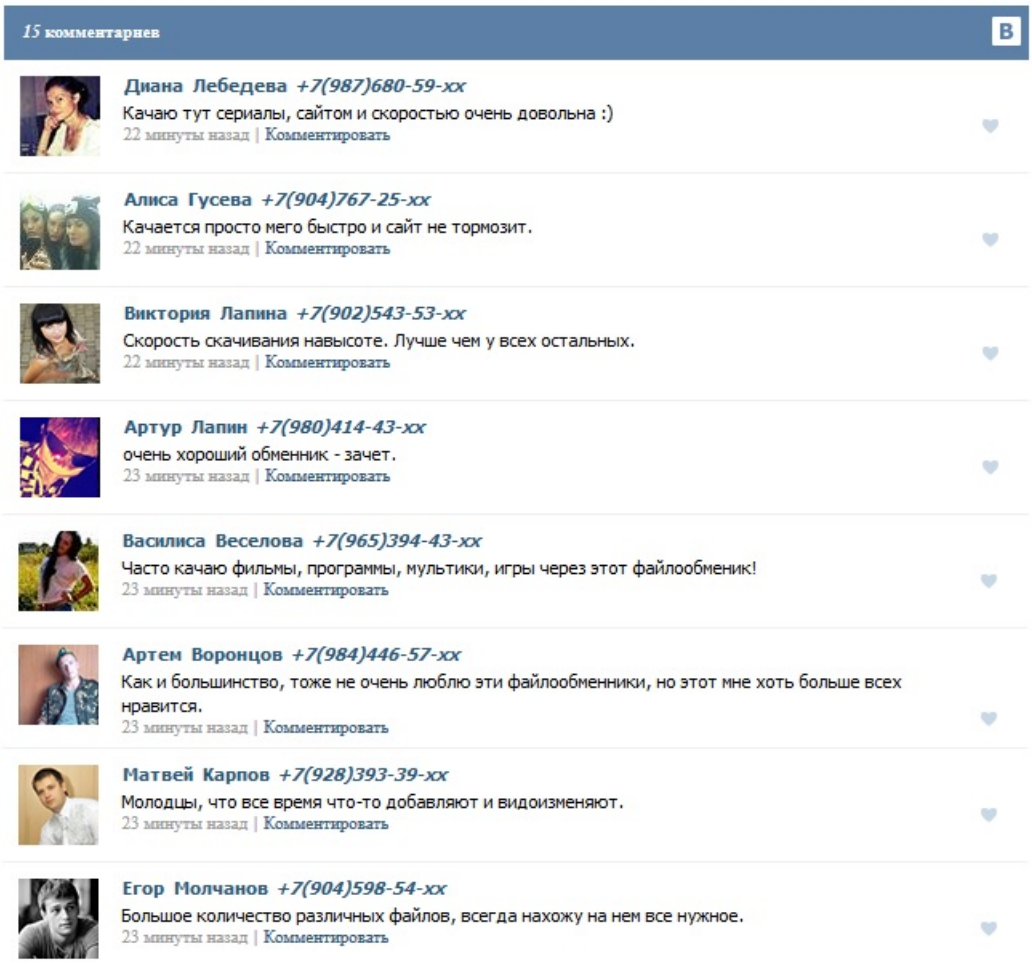форма возврата эйвон образец заполнения