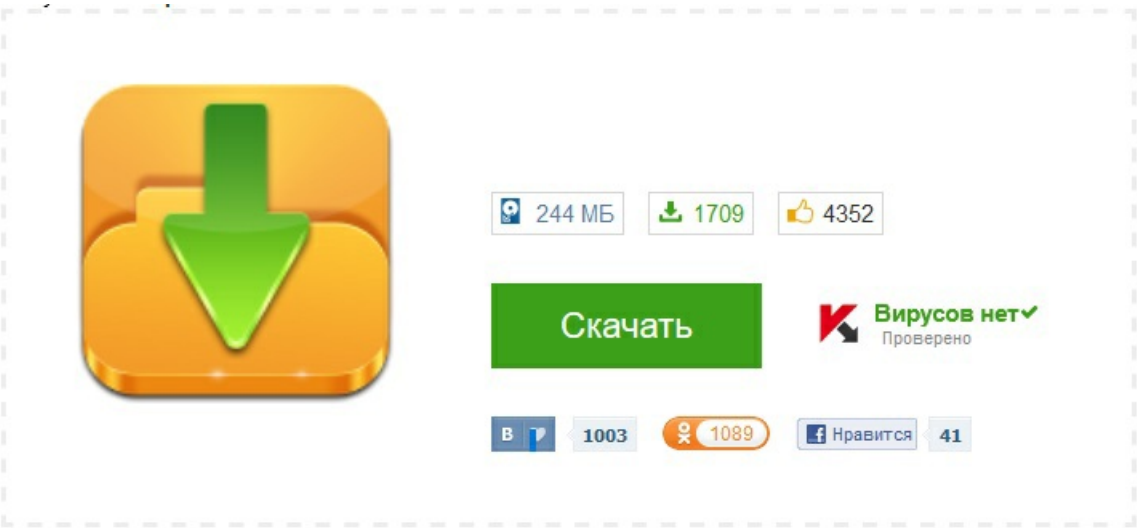досудебная претензия бланк образец